



# RISK MANAGEMENT ASSISTANT

Department	Human Resources	FLSA Status	Non-Exempt
Section	Multi-Functional	Bargaining Unit	CVWDEA
Reports To	Risk Manager	SRN	A-24*
Job #		EEO Job Category	
Supervises	Not Applicable		

\*For Salary and Benefit Purposes Only

## JOB SUMMARY:

Under the direction of the Risk Manager, the Risk Management Assistant performs a variety of routine duties in connection with the District's Risk Management programs. Coordinating and performing duties of adjusting, and negotiating self-insured claims (personal injury, liability, & property), workers' compensation self-insured program, insurance and contract compliance, procuring and maintaining property and casualty insurance for insured and self-insured programs.

Incumbents in the classification may perform all the duties as listed or part of, depending upon the program(s) assigned. Additionally, the listed duties are not necessarily inclusive of all duties that may be assigned.

## ESSENTIAL FUNCTIONS (without limitation):

- Provide day-to-day administrative support to the Risk Management division and serves as the primary contact for tort and workers' compensation claims, contract and insurance requirements, and compliance for vendors. Review, approve, and maintain insurance records, compliance reports, and databases for the program.
- Prepares insurance renewal underwriting information, documentation, and applications for the District's property and casualty insurance program.
- Assist to determine liability, perform routine and specialized tasks related to adjusting self-insured liability and property claims including processing reports concerning damages against the District. Assisting with the administration of a self-insured workers' compensation program. This includes providing, collecting, and processing claim forms, physician work status forms, and a multitude of other documents.
- Verifying information, status, and completeness of claims. Obtain required documents, reports, and status in order to process and develop claims.
- Perform field investigations including taking photographs, preparing diagrams, interviewing witnesses, inspecting the incident location, obtaining police reports, and compiling documentation necessary to determine liability. Responds to after hour calls and incidents.
- Invoice and collect from responsible parties including represent the District in small claims court.
- Report claims timely, provide ongoing status reports, pay and collect from the public and insurance companies.
- Assist with advising employees on established policies, procedures, guidelines, and completing incident and claim forms. Collect, prepare and distribute pertinent notices to relevant departments and third party administrator.
- Effectively phone, speak, correspond and confer with employees, other departments and the general public, claimants, witnesses, attorneys, and third-party administrators.

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Job Code		Reviewed/Revised	10/21/21
Bargaining Unit Approved	Not applicable	Supersedes	



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- Creates, maintains and updates files according to established internal departmental procedures by using chronological, and alphabetical filing systems either manually and/or electronically to ensure that accurate data is kept on claims status; updates records to show claims information at various stages of processing.
- Write correspondence and assist in preparing reports on a variety of matters.
- Assist in Interpreting and explaining risk management procedures, rules, policies, ordinances and agreements to employees and the public.
- Perform daily activities in accordance with applicable risk management policies, procedures, methods and techniques.
- Provide efficient and effective assistance and service to District employees and external customers.
- Utilize computer software and/or claims-related information systems to perform duties.
- Process monthly invoices, and keeping claim files up to date with status reports.
- Assist in Preparing reports
- Performs general office duties, which include special projects, operating a computer work station, answering phones, or any other tasks that fall under the Risk Management sections umbrella. May perform all or some of the responsibilities, included but limited to any other duties assigned by the District

## MINIMUM QUALIFICATIONS:

### Knowledge of:

- Techniques and methodologies used in claim investigations, evaluation, adjustment and settlement.
- Basic rules, regulations and laws relating to personal and property liability, Pertinent laws, codes, resolutions, and ordinances dealing with claims against special districts; departmental policies, rules and regulations.
- Principles of professional business writing.
- Principles and practices of effective customer service skills.
- Principles of insurance reserving and risk analysis.
- Effective case management and office procedures
- Accounting principles and practices.
- Obtain a working knowledge of the work performed by various district departments.

### Skills & Abilities:

- Interpret and explain pertinent local, state, federal and District and department policies and procedures.
- Perform risk management work, ensuring compliance with District policies and procedures, local, state and federal laws and regulations.
- Apply appropriate elements of decision-making and determine the proper course of action.
- Understand, interpret and apply laws, regulations, policies, and procedures.
- Use information systems and applicable software as tools in the performance of risk management work.
- Communicate clearly and concisely, both orally and in writing.

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- Establish and maintain effective, collaborative and respectful working relationships with those contacted in the course of work.
- Recognize, identify, and resolve conflict or problems of a sensitive or political nature.
- Function under challenging conditions and/or confrontational situations requiring instructing, persuading and motivating people.
- Exercise exemplary independent judgment and initiative, maintain a high degree of confidentiality, and maintain professional demeanor and composure in stressful or confrontational situations.
- Consistently provide exceptional quality service and work products.
- Organizational skills
- Command of basic mathematics
- Prioritize and meet deadlines.
- Exercises sound, independent judgement using general policy guidelines.
- Operate a computer workstation and accurately input data.
- Prepare clear and concise reports and/or special projects.
- Manages a caseload and respond to claims in timely manner.

## **EDUCATION:**

Graduation from high school or G.E.D. equivalent. Completion of college-level courses in human resources is desired but not required.

## **LICENSES & CERTIFICATIONS:**

Possession of a valid California Class C Driver License is required at time of appointment and must be valid at all times during employment.

Professional Risk Management Certification Designation, such as Associate in Risk Management (ARM™) designation, ARM-Public, RIMS-Certified Risk Management Professional, Associate in Claims (AIC), Chartered Property Casualty Underwriter (CPCU), Human Resources Management Certificate is desirable.

## **EXPERIENCE:**

Three (3) years of progressively professional level experience in a multi-faceted public sector risk management, insurance, legal, or claim role.

## **Microsoft Office Proficiency:**

- Intermediate Skill Level or Above in Word, PowerPoint, Excel, Charts, Graphs, Windows Explorer, and Databases.

## **WORKSITE LOCATION:**

Coachella Campus and/or Palm Desert Campus

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## PHYSICAL REQUIREMENTS:

Work is primarily indoors sitting at a desk for prolonged periods with the ability to move about at will. Also travels moderately outside the office to satellite offices and/or to offsite areas and property sites (roads, farms, canal, and homes) to investigate claims. Position requires walking, reaching, standing, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily duties. Position also requires grasping, repetitive hand movement, and coordination in the preparation of correspondence, minutes, reports, and forms using a computer keyboard.

- See Human Resources for Physical Assessment Form.

## TESTING:

Testing for this position may include, but is not limited to the following: written exam, proficiency assessment of Microsoft Office applications: Word, Excel and PowerPoint, panel interview(s), oral presentation, project assignment, etc.

Read and Acknowledged: \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Employee Name (Printed)

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