

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Liability Program Administrator GRADE: 24 DATE: 7/9/2018
SERIES: Corporate Risk Management and Safety CODE: 1508 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, as a member of the Corporate Risk Management and Safety Team, administers the Commission's auto liability, property damage and general liability claims and insurance programs, as assigned, and performs a full range of programmatic work as an individual contributor. Ensures compliance with State regulations on Tort caps, coverages and liability, regulatory compliance, insurance policy compliance and programmatic effectiveness, claims are being handled, paid or denied correctly, and promote and advocate for a properly insured workplace. Interprets State and Federal laws and court rulings. Maintains knowledge of and compliance with collective bargaining agreements and Merit System Rules and Regulations. Initiates reviews and investigates claims in conjunction with the Third-Party Administrator, Commission legal counsel and other parties, as appropriate. Provides information, guidance, advice and assistance to management on insurance matters including facts of policy coverage and insurance protections and interpretation of tort claims and notice laws. Interprets liability for third party claimants and identifies trends. Makes recommendations to improve Commission regulations, programs, policies and procedures. Develops new, or revises, existing programs, policies and procedures to bring them into compliance with new or changed regulations or other requirements. Identifies insurance training needs and prepares or conducts training; and otherwise ensures programmatic compliance and effectiveness. Some work is highly confidential or highly sensitive. Work and communications have a significant impact on the commission's liability, costs and affects the Commission's compliance with requirements and the effectiveness of its auto liability, property damage and general liability claims and insurance programs. Applies comprehensive knowledge of insurance administration, along with good working knowledge of related fields (such as occupational safety and environmental health), to ensure complete, integrated approaches to claims adjudication, services, training; works across the continuum of auto liability, property damage and general liability matters. Independently performs various types of analyses and solves conventional, non-standard and challenging problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guides. The incumbent is to keep the supervisor informed, and to seek assistance only for highly complex matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; the work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

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Examples of Important Duties (Estimated Percentages):

1. Auto Liability, Property Damage and General Liability Claims Program Administration ($\pm 60\%$)

- Administers the Commission's auto liability, property damage and general liability programs. Analyzes auto liability, property damage and general liability claims. Reviews claims and ensures compliance with State laws including tort caps and Self Insurance Fund program, requirements, and insurance policies.
- Administers the contract review program to determine insurance coverage and limits to the Commission. Work analyzed includes contracts, agreements, leases and any other contractual documents. Recommends specific lines of insurance coverage that are applicable to a contract reviewers/attorney in incorporating contract language modifications to cap or limit indemnifications, warranties and/or guarantees.
- Reviews vendor's contracts/agreements/MOU's for appropriate transfer of liability and insurance coverage. Evaluates contracted services for risk levels and communicates needed indemnification, additional insurance levels, waivers or other components. Reviews and analyzes contracts for consistency with policies and procedures. Corresponds with vendors, procurement managers, legal and contract originators as necessary to correct deficiencies and errors. Approves liability portion of contracts and requisitions.
- Conducts audits of Third Party Administrator (TPA) to ensure claims are handled properly and timely. Identifies trends and makes recommendations to change Commission policies, procedures and regulations to improve the programs and claims processing. Develops new, or revises existing, programs, policies and procedures to bring them into compliance with new regulatory (or other) requirements, which involves research of legal issues and best practices.
- Provides liability assessments on new planned construction projections, parks and programs for potential exposures to the Commission, its employees or patrons. Recommends needed or enhanced protections to the Commission through program guidelines, signage, waivers and/or specialized insurance.
- Coordinates subrogation of claims to responsible parties to mitigate liability and losses to the Commission.
- Conducts internal investigations of claims involving major property damage or third-party injuries when necessary to properly adjust claim. Obtains, or ensures collection of, all documentation, interviews parties and witnesses involved in the claim, conducts on-site inspections, takes photographs or recorded statements, and secures police and medical reports and other claims materials. Determines extent of injury or damage, causation, fault or negligence and which claims will be handled internally or externally. Prepares reports on findings and makes recommendations.

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- Administers the Driver's License Monitoring Program to mitigate liability to the Commission. Analyzes employee driving records to make sure employees are compliant with the Commission's driving policy. Reports all suspensions, driving while intoxicated (DWI) and driving under the influence (DUI) citations or convictions and employees with 8 or more points or any other determined standard to department heads, division chiefs and managers. Enters all driving releases into database in order to track employees who are eligible to drive Commission vehicles. Ensures the Maryland and Virginia MVA contract agreements are in force and updated as required. Requests and reviews driving records annually. Pulls driving records when requested by managers to determine whether an employee is eligible to drive Commission vehicles.
2. Auto Liability, Property Damage and General Liability Claims Program Development, Policies, Procedures and Related (±10-20%)
- Maintains in depth knowledge and tracks loss coverages through self-insurance, and commercial insurance to mitigate large losses and address specialized needs (professional, excess policies, high risk or unique programs, etc.) of insurance portfolios for the Commission.
 - Conducts in-depth audits of liability and property damage claims to ensure claims are being appropriately adjudicated, subrogated and covered.
 - Makes recommendations to management and third-party administrators on cost containment and needed actions. Assists manager with evaluation of self-insurance plans to ensure adequacy and consistency with needs.
 - Serves as adviser to management, legal and self-insurance fund by providing information, advice and guidance to management on auto liability, property damage and general liability issues including interpretation of Maryland regulations, claim decisions, and hearing outcomes and their effects on the Commission's programs and policies.
 - Identifies trends and makes recommendations to change internal policies, procedures, rules, and regulations. Develops new, or enhances, existing policies and procedures to bring them into compliance with new or changed regulations or other requirements and standards, which involves research of legal issues and assessment of best practices in auto liability, property damage and general liability for application at the Commission.
3. Training, Education and Presentations (±15%)
- Develops training materials and leads or conducts training for a variety of loss control and other risk management programs with emphasis on handling of liability, auto, and property damage claims. Conducts Commission-wide training (e.g. Controlled Substance and Alcohol-Free Workplace Program). Develops course objectives or content. Evaluates effectiveness of training. Develops specialized training programs or classes to comply with Federal, Maryland, County and Commission requirements.

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- Writes articles, brochures, manuals, training bulletins, guidelines, and other materials on routine, non-routine, straightforward and complex issues in the auto liability, personal property and general liability subject areas.
- Develops and presents to management, analysis, studies and findings on liability trends, departmental costs, incidents and recommendations for improving the Commission's assets through programmatic and insurance changes.
- Provides briefings to management on specific cases, prepares memorandums apprising Department Heads and managers about case status, outcomes or investigations.

4. Other ($\pm 10\%$)

- Maintains databases, files and other records such as the database that tracks employees with a commercial driver's license and Department of Transportation cards and the voucher databases for the Safety Shoe and Safety Glass Programs. Analyzes data of various types. Writes reports. Conducts internal program audits to ensure compliance. Makes presentations and recommendations to line managers regarding compliance and best practices that could or should be implemented at the Commission.
- Coordinates and monitors work of lower grade staff, as assigned.
- Stays informed of developments in liability or insurance claims administration, risk management and related disciplines, and of changes in guidelines applying to the areas of work focus.
- Administers the Safety Shoe and Safety Glass Programs. Ensures compliance with the different shoe benefits of the collective bargaining agreement(s) and Merit System Rules and Regulations. Provides information and assistance to the Safety Shoe Coordinators.
- Administers the Commercial Driver's License (CDL) Program to be compliant with all Federal, State and County regulations. Conducts quarterly random drug and alcohol tests for all CDL and safety sensitive employees using Federal Motor Carrier Standards. Authorizes employees to go to occupational health provider to obtain their Department of Transportation (DOT) cards.
- Communicates and interacts effectively with business contacts including managers and staff throughout the Commission and, at times, Maryland insurance program regulatory staff; serves as primary contact to legal, management, self-insurance fund, claimants and their representatives and insurance carriers on liability program areas. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts. Actively listens to ascertain key information, including perspectives, concerns, wants and needs of stakeholders in relation to auto liability, property damage and general liability; seeks to obtain agreement, gain compliance or achieve other desired results.

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- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), data entry, word processing, manipulating data, reporting time and attendance, requisitioning, researching (the Internet), and performing other functions.

Important Worker Characteristics:

- A. (1) Comprehensive knowledge of, and skill in applying, the principles, methods, techniques and practices of auto liability, property damage and general liability insurance administration including insurance underwriting.
- (2) Knowledge of tort laws and claims, key aspects of Federal and Maryland* regulations governing insurance claims, Commission* insurance policies and manuals, and other guides.
- (3) Knowledge and understanding of principles of insurance, insurance policies and endorsements, insuring agreements, bonds and underwriting.
- (4) Knowledge and understanding of the principles of risk avoidance and risk transfer.
- (5) Knowledge and ability to prepare insurance specifications, identify risk exposure and potential liability; understanding of the terminology and general business operations of either the finance or insurance industry.
- (6) Good working knowledge of directly related fields such as, but not limited to, safety and Workers' Compensation.
- (7) Knowledge of the principles, methods and techniques of adult learning sufficient to develop training content and course materials, and skill in delivering training to adults.
- (5) Working knowledge of workplace operations and hazards across a wide array of occupations (including law enforcement and an array of skilled trade and labor jobs) and ways or means to identify insurance issues and protect against losses.
- (6) Knowledge of Commission organization, policies, and procedures. *

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions.
- C. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand, and in some situations, agree or comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance, and skill in using verbal and non-verbal methods of communication to deliver training to adults. Exchange and/or present highly technical information to managers and administrators; negotiate with stakeholders to satisfy the insurance needs of the Commission while assisting the Commission in reducing risk exposure.

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- D. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Risk Management, Safety, Business Administration or any related field.
2. Four (4) years of progressively responsible experience in insurance portfolio reviews, auto liability, property damage and general liability claims adjudication and claim program administration.
3. An equivalent combination of education and experience may be substituted, which together total 8 years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

Working Conditions:

Work is indoors predominantly, mainly sedentary and requires very light to light physical effort. Incumbent is exposed to inclement weather or workplace hazards on an incidental basis only. May be subject to various job demands such as high volume of work and tight deadlines.