

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Risk and Safety Manager

GRADE: 34

DATE: 7/9/2018

SERIES: Corporate Risk Management and Safety CODE: 1510 EEO: Officials/Admin FLSA: Exempt

Class Definition:

Under general direction, serves as Risk and Safety Manager for the Commission and manages the unit that determines, mitigates and maintains acceptable levels of risk management. Directs the work of key Commission-wide programs, including Risk Control, Safety, and Health, Liability, employee and third-party claims and the liability insurance portfolio for the Commission. Key functional responsibilities include, but are not limited to, (1) safety inspections and accident investigations, (2) management of Workers' Compensation program, (3) management of liability program to include risk assessments and oversight/administration of liability claims, (4) development and implementation of workplace safety and liability mitigation training (5) identification and evaluation of risk exposures and ensuring adequate protections are in place through protocols and insurance, (6) represents the Commission on interagency self-insurance panels, (7) recommends and develops risk management procedural manuals and directives, (8) ensures understanding and compliance of relevant state and federal safety and health regulations, (9) analyzes and reports on risk exposure trends, claims and funding needs. Performs a full range of supervisory functions; oversees the work of contractors and consultants. Ensures completeness, soundness, sufficiency and, as pertinent to the assignment, integration of unit work across program areas. Identifies and recommends revised or new policies, procedures, processes or programs; ensures enhancements across risk management programs and policies. Serves as a member of the Division's management leadership team and as a senior functional expert and internal consultant on risk management matters by applying special expertise in one or more functional domains. Some work is highly confidential or highly sensitive. The work has substantial Commission-wide impact on risk management programs. Applies comprehensive knowledge of risk management including auto liability, property damage and general liability insurance administration, occupational safety and environmental health administration, and Workers' Compensation administration along with good working knowledge of jobs and operations of the Commission from a risk management perspective and knowledge of regulations and other guidelines governing risk management altogether to ensure unit work products and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, negotiate, influence, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. The incumbent plans and manages all unit work within this framework and is held accountable for provision of effective risk management products and services including soundness of risk management advice and achievement of unit goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service and other factors such as skill and ingenuity in overcoming technical and non-technical problems (including teamwork and intra-agency and interagency coordination problems).

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Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision (±50-60%)

- Manages the Risk Management work programs and unit. Keeps unit staff informed of Commission policies and procedures; establishes unit work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the unit; provides input for, recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations and ensures oversight of the work of consultants and contractors.
- Performs a full range of supervisory human resources (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.

2. Risk Management, Mitigation and Compliance (±45%)

- Manages all risk identification and loss control activities for liability and Workers' Compensation exposures for the Commission. Establishes measures to improve risk management practices, Commission-wide, to ensure legal compliance, reduce exposure, mitigate risks, reduce losses and control costs.
- Manages the safety and environmental health programs. Ensures that the Commission's program is compliant with all appropriate laws and regulations and internal policies and procedures affecting program. Reviews technical literature, meets with vendors, conducts surveys, and exchanges information with other agencies. Develops guidelines to monitor program(s). Assesses and monitors safety testing provided by vendors.
- Manages the risk analysis and the insurance portfolio. Develops programs to reduce accidents and injuries of employees and patrons. Analyzes internal programs and provides recommendations for minimizing risk levels and procuring necessary insurance. Evaluates insurance portfolio to ensure adequate protection. Identifies trends and makes recommendations. Serves as liaison with insurance brokers to ensure efficient and effective service.
- Stays informed of developments in risk, and of changes in guidelines applying to the areas of work focus.
- Directs the inspection of new and existing facilities, work sites, or equipment to develop strategies to control risk (such as eliminate vs. reduce, and assume vs. transfer). Analyzes cost/benefit of strategies. Determines acceptable level of risk. Develops programs to minimize or eliminate risk.

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Recommends type and level of insurance coverage (auto, property). Reviews facility plans, equipment specifications, and contract provisions to minimize risk to the Commission and comply with state and Federal requirements.

3. Program Administration (±35%)

- Manages the self-insurance fund and commercial insurance programs to ensure cost containment measures, claims projections, and management analyses are accomplished.
- Supervises and coordinates the contracting activities. Reviews specifications for insurance coverage, safety reviews and special studies. Chairs panels to evaluate bids and approves contract award in coordination with corporate purchasing. Monitors work of consultants or contractors. Reviews and certifies invoices for payment; and otherwise manages contracts.
- Ensures development and delivery of, or personally develops and delivers, training on various risk management programs, functions, and procedures to ensure compliance with Federal and state workplace safety laws and Commission policies and procedures.
- Ensures the maintenance of files and records of insurance claims, accidents, injuries, expenditures, and other related data. Writes administrative reports.
- Proactively prepares for, informs others of, and responds to emerging risk management issues impacting functional responsibilities.
- Maintains confidentiality of data, including legally-protected personal information, proprietary and pre-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive information.
- Serves as member of the Division's management leadership team – identifies, recommends, and implements initiatives that improve productivity and coordination, as well as quality and effectiveness, of Division-wide work efforts, and works with broader scope and higher level Commission management teams as well as inter-agency teams.
- Prepares and presents underwriting submissions to obtain or renew insurance coverage. Arranges for meetings, informational materials, and tours of facilities to market and obtain insurance quotations for the Commission. Meets with insurance underwriters to secure coverage. Monitors the balance between insured and self-insured programs.

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- Selects and interacts with brokers, insurers, investigators, actuaries, adjusters, attorneys and other risk management service providers that assist in administering the Commission's risk management programs to discuss alternative methods of risk financing and risk control. Performs various analyses to assess risk exposure and determine appropriate risk financing alternatives. Gathers data from industry contacts and consults publications and sources to perform various analyses. Performs periodic analyses of reserves and payments of claims to estimate maximum foreseeable losses and recommends actions to control risks. Recommends levels of risk financing for each type of exposure, (such as dollar amount to maintain in reserve, retention amount and overall limit) based upon review and evaluation of historical loss data and computation of prior costs at current dollar value. Negotiates, maintains and reviews the premiums, terms and conditions of purchased insurance. Reviews and approves insurance premium billings.
- Serves as senior functional expert and internal consultant on risk management matters; applies expertise in one or more functional domains such as general liability insurance administration, occupational safety and environmental health administration, or Workers' Compensation administration.
- Communicates and interacts effectively with business contacts including managers and staff throughout the Commission, members of the Executive Committee and various advisory groups, Commissioners and, at times, regulatory staff of various Maryland agencies. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts. Actively listens to ascertain key information and understand perspectives, concerns, wants and needs of stakeholders in relation to risk management matters; seeks to obtain agreement or gain compliance or other desired actions.
- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, budgeting, requisitioning, posting to the intranet/Internet, 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 risk management covering, but not limited to, (a) auto liability, property damage and general liability insurance administration, (b) occupational safety and environmental health administration, and (c) Workers' Compensation administration.
- (2) Good working knowledge of jobs and operations in law enforcement, the construction and maintenance industries and general office work from a risk management perspective.
- (3) Knowledge of (a) tort laws and claims, and Federal and Maryland* regulations governing insurance claims, (b) Federal and Maryland* Occupational Safety and Health (OSHA/MOSH) regulations, US Environmental Protection Agency (EPA) regulations, National Fire Protection Association (NFPA) standards, American National Standards Institute (ANSI) standards, and National Institute for Occupational Safety and Health (NIOSH) information and recommendations, and (c) Maryland*

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Workers' Compensation regulations, and Workers' Compensation manuals and other guides as well as key provisions of the Americans with Disabilities Act (ADA).

(4) Knowledge of the principles, methods and techniques of adult learning to develop or review training content and course materials, and skill in delivering or assessing training to adults.

(5) Knowledge of Commission organization, policies, and procedures (including management objectives, policies and procedures).*

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

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include developing and implementing short- and long-term work unit objectives and goals; applying a variety of quantitative and qualitative measures to risk management problems and cost-benefit tradeoffs; reviewing insurance coverage and third party program administration contract specifications and proposals; and selecting and applying various leadership techniques to unit/staff operations and HR matters.
- D. 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, comply or take other desired action(s). This includes skills in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in exchanging information to obtain agreement or compliance or achieve other desired results.
- E. 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.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

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Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Administration, Risk Management, Industrial Hygiene, Environmental Health, Safety or any related field.
2. Six (6) years of progressively responsible experience in risk management that includes substantive work in the range of duties and responsibilities in this class specification.
3. An equivalent combination of education and experience may be substituted, which together total 10 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.