

CITY OF CHATTANOOGA
Classification Specification Title: Manager Risk

Department: Human Resources

Pay Grade: GS.13

Supervision Received From: Director Safety & Risk

FLSA Status: Exempt

Supervisory Responsibility For: Risk Investigator, Claims & Risk

Established: 7/01/23

**Analyst, Safety & Comp. Spec., CWS Risk & Safety Sup., Ind. Safety
Sup. (Wastewater)**

**Revision Dates: 4/9/25;
12/17/24;9/4/24; 5/31/24;
10/20/23**

CLASSIFICATION SUMMARY:

The purpose of this classification is to manage the City's risk management program and services. Duties include, but are not limited to: supervising staff in the overall implementation of risk management programs; consulting with legal and other departments regarding insurance programs; assuring implementation of chosen methods to address risk exposures; developing and monitoring the division budget; and performing other duties as required. In the absence of the Director, this position assumes direct leadership and management responsibility for all Safety, Compliance, and Risk Management functions of the Division.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

In absence of Director, this position assumes direct management responsibility for all Safety, Compliance, & Risk Management Division.

Plans and distributes tasks and duties to assigned staff; trains staff to perform critical divisional functions; answers questions and provides guidance and support to staff when necessary.

Identifies risk exposures that the City may confront; applies expertise and risk management knowledge to recommend appropriate action; determines methods to avoid, retain, and/or transfer risk.

Assures implementation of chosen methods to address risk exposures; monitors methods regularly to determine any deficiencies; makes suggestions for changes when necessary.

Consults with legal, purchasing and other appropriate divisions and departments regarding insurance programs.

Brainstorms to determine appropriate actions to take.

Provides input and makes suggestions as required.

Develops requests for proposals for various insurance products and/or services; receives responding proposals; analyzes and evaluates programs and makes recommendations for selected vendors; contracts with vendors as selected.

Develops annual budget for assigned division; monitors expenses to ensure compliance with budgetary guidelines and estimated expenditures; discusses operational assessments with supervisor.

Makes adjustments to budget as required to maintain successful operation of the department.

Establishes departmental policies and procedures; maintains staff compliance with guidelines and policies; makes adjustments to policies when required.

Supports supervisor in the presentation of new benefits, loss control processes, program status to City officials, and other areas as assigned; conducts special projects as requested by supervisor.

Assures benefits information is current and effectively communicated to employees; answers questions and provides information as required.

Composes and/or prepares various correspondence, letters, reports, memoranda and other documents as required; reviews for accuracy; submits for approval and/or signature when required; maintains copies for departmental use and reference.

Communicates service problems to insurance vendors; achieves effective and expeditious resolutions to problems.

Manages the City's risk management software to include RFP/RFQ, contracts, technical resolutions, training, and reporting processes.

Acts as liaison with TOSHA and voluntary safety compliance program; communicates information to staff and other employees as necessary.

Analyzes other public entity programs; compares programs to current City programs; seeks divisional operational improvements through program comparisons.

Attends training courses, seminars, conferences and other classes to increase professional competence; keeps apprised of changes in legislation, new risk management programs, and other areas to improve City programs and ensure compliance.

Serves on various committees and boards as required; provides input and professional expertise where needed.

Listens and responds to member concerns; greets visitors and answers incoming telephone calls; provides information and answers calls as received.

Retrieves information from departmental databases; maintains confidentiality and integrity of all information and data.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other related duties as required.

MINIMUM QUALIFICATIONS: Bachelor's degree in business administration, with emphasis in personnel management, or closely related field required; supplemented by five (5) years previous experience and/or training that includes risk management, personnel-related issues, or related area; any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

LICENSING AND CERTIFICATIONS: None

PHYSICAL DEMANDS: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work. Incumbents may be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gasses, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.