

CITY OF CHATTANOOGA
Classification Specification Title: Risk Investigator

Department: Human Resources

Pay Grade: GS.09

Supervision Received From: Manager Risk

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 12/01/23

**Revision Dates: 4/4/25;
11/27/24**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for investigating all Auto Liability, General Liability, Work Comp, and Property claims directly related to the City of Chattanooga. Additionally will design and lead training for corrective actions, research best practices and comparative data, and assist the department with Safety and Risk Management related work. Work is performed with moderate supervision.

SERIES LEVEL:

The Risk Investigator 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.)

Investigates vehicle accidents, property damages, employee injury claims, and personal injuries involving the City, which includes: receiving notification of accidents, damages, and/or injuries; responding to scenes; inspecting accident and/or property damage site; ensure that thorough and timely accident investigations are conducted and reported determining the cause of accidents or property damage and note precautions to prevent future accidents; preparing accident reports and submitting to appropriate individuals; maintaining confidentiality and integrity of investigations; interviewing victims, witnesses, and other parties involved; collecting data and eyewitness accounts for use as evidence and in the City accident report; taking photographs and gathering evidence; ensuring evidence is protected and documented for use in court litigation and/or appearances; notifying police of accident and/or injury; cooperating with local law enforcement officers regarding accident investigations; providing information and answers as required; securing police complaint numbers; and/or, performing other related activities.

Conducts follow-up investigations into accident and/or property damage repairs, which includes: ensuring all parties are in compliance with agreed upon conditions; preparing reports, letters, and other documents; ensuring accuracy and completeness of information; maintaining applicable records; investigating complaints; providing accurate and thorough reports and documents to support investigation conclusions; appearing in court on behalf of the City Attorney; and/or, performing other related activities.

Completes comprehensive written reports on investigation findings including recommendations for corrective actions and risk mitigation.

Triages City personnel/vehicle related accidents and determines need for on-scene immediate investigation.

Makes recommendations for change to the City Code and/or department policies. Prepares and disseminates a variety of reports, forms, and notifications to all City departments.

Represents the City and/or the Department at a variety of internal and/or external meetings, public events, training sessions, on committees and/or other related events in order to receive and/or convey information.

Create standard operating procedures.

Assists Executive Security Unit and Risk Management Department for issues involving City property or employees.

Investigates public complaints related to vehicle accidents and damage, property damages, and personal injuries.

May accompany employees to work-related court appearances or City proceedings.

Participates in/on a variety of meetings, committees, classes, and/or other related groups in order to receive and convey information.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

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 duties as assigned.

MINIMUM QUALIFICATIONS:

Bachelor's degree or equivalent experience required; and five (5) years of previous experience and/or training involving injury and accident investigations, data collection, interviewing, or related experience.

LICENSING AND CERTIFICATIONS:

Valid Driver's License.

KNOWLEDGE AND SKILLS:

Knowledge of mathematical principles; investigative methods and procedures; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures; risk management principles; interviewing principles and practices; and, customer service principles.

Skill in reviewing, classifying, categorizing, prioritizing, and analyzing data; exercising discretion in determining data classification; conducting interviews and investigations; recognizing actual or probable interactive effects and relationships; operating, maneuvering, and controlling the actions of applicable equipment, machinery, tools, and materials; utilizing a wide variety of reference, descriptive, and/or advisory data and information; performing mathematical calculations; interpreting graphs; exercising judgment, decisiveness, and creativity in situations involving the evaluation of information against measurable or verifiable criteria; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require: walking, standing, crouching, 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 extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

SUPPLEMENTAL INFORMATION:

This position requires pre-employment screening(s) that include: background check / drug screening / lift test / TB screening questionnaire / TB skin test / complete physical screening / DOT Clearinghouse / HepB Titer / fingerprinting / CJIS check.

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.