
HUMAN RESOURCES/ RISK MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, plans, organizes, administers, coordinates, and performs a wide variety of managerial and professional level duties in support of a comprehensive safety and risk management program for the City of Rialto; administers general liability, workers' compensation, health/wellness, leave management, return-to-work, safety management, emergency management, and employee training; assists in the over-all operations of the Human Resources and Risk Management Department; provides services related to insurance and tort liability claims against the City; identifies, develops, and implements processes and controls to minimize the City's exposure to financial, personnel, and property losses; provides complex and responsible support to the Human Resources/Risk Management Director in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-incumbent professional level "at-will" classification responsible for planning, organizing, developing, and managing the safety and risk management program for the City. The incumbent is responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include program development and implementation of policies, procedures, goals, objectives, priorities, and standards related to risk management and human resources functions and programs. The incumbent serves as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines. The work frequently requires attending meetings, coordination with other departments, conducting training, facilitating committee work, and making presentations to City Council. Assigned duties and responsibilities will require work to be performed during and outside of normal office hours, weekends, and holidays.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Human Resources and Risk Management.

Exercises general supervision over professional, technical, and administrative support staff, as assigned.

ESSENTIAL FUNCTION STATEMENTS--*Essential responsibilities and duties may include, but are not limited to, the following:*

1. Plans, manages, and performs the operations and activities of a comprehensive Safety and Risk Management program for the City, including general liability, workers' compensation, health/wellness, leave management, return-to-work, safety management, emergency management, and employee training.
2. Plans, develops, coordinates, and implements a comprehensive safety and risk management program including policies and procedures within a City Safety Manual and Injury and Illness Prevention Program.
3. Administers the City's risk programs including risk management and loss control; risk assessment; risk transfer compliance; workers' compensation; and property and liability insurance programs.

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4. Develops, recommends, and administers the safety and risk management budget.
5. Recommends goals, objectives, policies, procedures, and evaluates programs that identify major areas of risk.
6. Researches and remains knowledgeable on laws, legal issues and legislation in order to update, develop and create new codes, regulations, policies, and procedures.
7. Applies technical and professional expertise in the review and evaluation of safety and health legislation, and regulations, which may impact operations and manages recommendations for appropriate responses to industry and regulatory agencies.
8. Manages the City's workers' compensation program and performance through a third-party administrator; oversees the investigation of accidents and injuries and the evaluation of claims; coordinates workers' compensation injury management and programs to minimize lost time injuries.
9. Manages return-to-work programs and facilitates interactive processes to thoroughly evaluate needs and the City's abilities to provide accommodations.
10. Serves as a liaison and coordinator between claimants, staff, insurance companies, third party administrators, etc.
11. Represents the City in risk/insurance joint powers authorities meetings.
12. Identifies, negotiates, and procures liability insurances for the City.
13. Attends court hearings and makes appearances for the City in matters of workers' compensation and liability claims.
14. Responds to the scene of serious accidents or injuries involving City employees; participates in conducting a thorough investigation and analysis of the conditions and circumstances surrounding the accident or injury; reviews and evaluates employee accidents and injury reports; recommends remedial action and follow-up to ensure appropriate action is taken.
15. Performs periodic audits and inspections and monitors worksites and workplace for exposure to potential health and safety hazards.
16. Develops and maintains an OSHA compliant record keeping system and documentation for work related injury or illness, safety training, and related reports; and track pertinent licenses and certifications.
17. Chairs the City's Safety Committee; facilitates and coordinates meeting agendas and minutes.
18. Complies with the Department of Transportation's Drug and Alcohol Testing program and maintains appropriate records.
19. Serves in a leadership role working closely with City departments, in effective emergency management, disaster preparedness, and hazardous material management programs.
20. Monitors program compliance with laws, rules, and regulations related to provision of emergency preparedness and related services.

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21. Coordinates emergency management training with City departments; develops emergency plans.
22. Coordinates City-wide health and safety training programs and activities including CRP and First Aid Training; trouble shoots safety concerns; manages all aspects of the City's Safety and Human Resources on-line training program.
23. Participates in the development, implementation, and tracking of employee training and development efforts; evaluates and recommends training needs and priorities; develops training content and selects trainers; addresses concerns and questions regarding training and employee development.
24. Coordinates assigned activities and services with other City staff, departments, and outside agencies.
25. Reviews vulnerability studies and recommends appropriate action or implementation of findings.
26. Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
27. Attends and participates in professional group meetings; stays abreast of new trends and innovations in safety and risk management; researches emerging products and enhancements and their applicability to City needs.
28. Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
29. Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
30. Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
31. Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with City specifications and service quality.
32. May serve as Acting Director of Human Resources and Risk Management, as assigned.
33. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

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- Applicable federal, state, and local laws, regulatory codes, ordinances, policies, and procedures relevant to assigned areas of responsibility, including environmental safety and health laws applicable to public agencies.
- Organization and management practices as applied to the development, analysis, and evaluation of risk management, safety, workers' compensation, health/wellness, emergency management, leave management, employee training programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Modern and complex principles, practices, regulations, and techniques in the field of human resources risk management and loss control techniques.
- Research methods, data collection, sampling techniques, and statistical analysis.
- General liability and workers' compensation laws and claim settlement procedures.
- Property and liability insurance administration.
- Laws and protections related to employee leaves of absence, and program administration.
- Return to work programs, and interactive processes and documentation.
- Training needs assessment; training curriculum development, and training delivery methods and techniques for adult learners.
- Emergency management programs and requirements.
- Accident investigation techniques and assessments, and development of recommendations.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- City and mandated safety rules, regulations, and protocols.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Plan, organize, oversee, and perform the risk management functions of the Human Resources and Risk Management Department for the City.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Maintain confidentiality while operating under required reporting laws and regulations.
- Provide appropriate human resources and risk management services and advice to City departments and employees.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

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- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Work weekends, evenings, and attend special events as required.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four (4) years of professional level experience in administering risk management functions including general liability, workers' compensation, health/wellness, leave management, return-to-work, safety management, emergency management, and employee training, including at least one year at a supervisory level.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in Risk Management, Occupational Safety and Health, Business or Public Administration, or a related field. A Master's degree in a related field is highly desirable.

WORKING CONDITIONS

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental Conditions:

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and potential exposure to hazardous physical substances. Employees may also be exposed to outdoor elements including heat and cold. The position requires observing employees while engaged in work activities and investigating accidents. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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Physical Demands:

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Incumbents will be exposed to outdoor environmental factors on a limited basis, and will be required to be in the field observing employees engaged in work activities, and in order to conduct training. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Mental Demands:

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.