

RISK & SAFETY MANAGER

Position Code: 2560

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 359

Location: Human Resources

Approval Date: 2023

General Statement of Duties

This professional role is responsible for managing the Risk Management & Safety Department in alignment with the Town's mission, vision, and values. An employee in this classification is responsible for the management and coordination of activities within the following areas: risk determination and evaluation, oversight of claims administration, townwide contract administration regarding insurance requirements and limitation of liability for the Town, insurance coverage and renewals for property and assets, including workers' compensation excess, claims management, and return to work programs, administration of self-insurance programs, loss prevention, and regulatory compliance programs. Responsibilities also include the direct supervision of department staff, department assistants, committee members, and all programs related to occupational safety, industrial hygiene, fire/life safety, environmental compliance, and risk management. The Risk & Safety Manager has wide latitude for independent action and discretion in the performance of assigned duties and is expected to carry most functions through to completion with goal direction through strategic planning. Work is performed independently under the supervision of the Human Resources Director and is evaluated through conferences, review of records and reports, and implementation of successful programs.

Distinguishing Features of the Class

An employee in this class is responsible for the development and administration of a comprehensive risk management and safety program for the Town. Work involves coordinative and cooperative efforts with department heads, employees, citizens, insurance carriers and Brokers, Third-Party Administrators, attorneys, contractors, and vendors. Duties include the administration of the workers' compensation and property/casualty programs for the Town which includes, exercising due diligence by assessing the Town's insurance program annually to ensure the Town is receiving competitive pricing, working with carriers, investigating changes in coverage, handle the reporting of all claims against the Town, and dealing tactfully with the public on liability claims against the Town. Occupational safety and industrial hygiene duties includes the development of safety programs and policies, coordinating or conducting training on a variety of OSHA and safety related rules and regulations, inspecting work areas to assure compliance with safety policies and procedures, and making recommendations for improvement of the work

environment. Duties require in-depth knowledge of insurance industry programs and regulations, proficient knowledge of OSHA, NCDOL, EPA, NCDEQ, DOT, FTA, NCDOT, and ADA laws, standards, rules, and regulations, as well as progressive risk management industry best practices and procedures. The employee is subject to inside and outside environmental conditions at various Town worksites and accident sites.

Duties and Responsibilities

The administration of the Workers' Compensation and Return to Work programs for the Town including serving as the point of contact for claims made against the Town. Serves as the liaison to the Town's insurance carriers, insurance brokers, Third Party Administrator (TPA), and workers' compensation attorneys;

The supervision of the Property and Casualty insurance program for the Town including serving as the contact point for claims made against the Town. Serves as the liaison to the Town's insurance carriers; answers questions from the public on claims against the Town;

Oversees the Town's annual insurance renewal processes to ensure competitive pricing and adequate coverage for all assets and exposures. Ensures the Town continues necessary partnerships with insurance brokers, TPAs, insurance carriers, and external attorneys;

Develops and administers an appropriate and efficient claims administration program (e.g. WC, Property, Auto, General Liability);

Determines risk and potential loss associated with various activities; prepares recommendations to fund for loss situations;

Establishes a reporting system for claims and for newly acquired or transferred property. Reviews coverage for buildings and property, equipment, and general liability for savings or supplementation of coverage;

Reviews all property and liability insurance claims for reporting to insurance providers;

Maintains records of claims and experience related to risk management activities; prepares related claims' reports;

Designs and implements loss control programs using input and assistance from department heads, department representatives, and technical assistance resources;

Identifies hazardous equipment, operations, and environments. Implements solutions to minimize hazards and assists in the re-engineering and procedural implementation processes;

Conducts various inspections and internal audits on occupational health and safety conditions. Inspects work areas for compliance with applicable laws, regulatory standards,

Town/department policies, rules, regulations, and best practices. Communicates corrective measures needed to management. Reviews and checks progress on a regular basis until standards have been met;

Chairs various risk management related committees and events;

Reviews and approves organizational contracts to ensure pre-qualification standards are met;

Administer or assist with the administration of organization Emergency Action Plans;

Serves as a resource for both employees and management, addressing risk management, safety, ADA, or environmental related questions and concerns;

Oversees incident investigation process and procedures. Ensures all incident investigations have identified underlying causes in order to adequately address the issue and prevent future incidents;

Ensures that all Town employees have been adequately trained in accordance with OSHA standards and best business practices. Obtains resources and offers direction to department heads for various training programs and implementation. Ensures that all training is documented as required by Town departments;

Administers the Town's Hearing Conservation Program and ensures each department is in compliance with the program;

Administers the Town's Industrial Hygiene Program and ensures each department is in compliance with the program;

Serves as the Town ADA Coordinator. Responsible for resolution of all ADA programs, reporting, and grievances. Administers the Town's approved 15-year Transition Plan;

Oversees the Town's environmental compliance program (excluding stormwater), including a Universal Waste program;

Performs special projects and related duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Knowledge of occupational safety and risk management program development, services, activities, laws, standards, procedures, and administration;

Considerable knowledge, skills and ability to interpret and apply federal and state occupational safety regulations, fire/life safety codes, emergency management procedures, and OSHA, NCDOL, EPA, NCDEQ, DOT, FTA, NCDOT, and ADA laws, standards, rules, and regulations, as well as a working knowledge of business and contract law;

Ability to develop and implement effective programs for risk management, employee health and safety, environmental compliance, and accessibility compliance;

Ability to develop and conduct training programs;

Ability to inspect work sites, areas, and accidents and make objective reports and findings;

Ability to communicate effectively in oral and written forms;

Ability to develop and maintain effective working relationships with department heads, supervisors, and employees;

Ability to compile data and records as required for the Town and maintain confidentiality of such records and files;

Ability to plan and coordinate projects and activities;

Ability to conduct objective and factual accident investigation and present finding accurately in oral and written form;

Effective Time Management skills;

Effective PC skills;

Ability to model safe, responsible behavior.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, talking, and hearing.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading, and make visual inspections of work areas for safety standards.

Minimum Education and Experience

A Bachelor's Degree from an accredited school in occupational safety, industrial hygiene, or related field and five to seven years of experience in risk management administration; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.