

RISK MANAGEMENT SPECIALIST

Position Code: 2561

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 350

Location: Human Resources

Approval Date: 2023

General Statement of Duties

This position provides professional, administrative, and technical support to the Town's Risk Management program. Work is performed under general supervision of the Risk & Safety Manager and is reviewed through observation and review of work completed.

Distinguishing Features of the Class

An employee in this class is responsible for coordinating all aspects of workers' compensation claims and coding, return to work programs, initial insurance filings of all claim types, follow up on all claims, annual Town insurance renewal process, VFIS renewals, Town asset verifications, and administrative functions for the Risk Management & Safety department. The Risk Management Specialist is also responsible for assistance of Town regulatory compliance.

Duties and Responsibilities

Assist the Risk & Safety Manager in the development and periodic revision of workers' compensation standards and procedures based on regulatory and internal requirements. Ensure regulatory compliance of workers' compensation claims under the North Carolina Workers' Compensation Act, Chapter 97 of the NC General Statutes, and the North Carolina Industrial Commission.

Coordinate services and communications with the Town's Third-Party Administrator (TPA) for workers' compensation claims, as well as property/casualty claims. Work collaboratively with the contracted workers' compensation attorney and TPA for claims adjustments, settlements, medical protocols and scheduling, NCIC filings, and claim determinations. Apprise the Risk & Safety Manager as needed during claim progression of input, advise, settlement authority, and recommendations.

Relationship building and interacting with team members, such as claims representatives, attorneys, medical providers, and facility HR or EHS representatives to effectively manage cases.

Assisting in developing individual claim strategies and/or plans of action for positive claim control.

Taking an active role in case investigations, determining realistic exposure and reserves and assistance with negotiating structured settlements.

Organize, schedule, and present internal and external claim review meetings as determined by the Risk & Safety Manager.

Assists in the Town's Audit & Inspection program. Responsible for incorporation of workers' compensation code verification, asset verifications, insurance valuations/coverage of assets, Emergency Action Planning (EAP), life/fire safety, and AED/CPR/Basic First aid into the program to ensure maintenance verification features.

Responsible for the development and maintenance of Emergency Action Planning (EAP) programs (Town and facilities), life/fire safety inspections and drills, AED/CPR/Basic first aid program. Ensures all programs include training, equipment, procedures, and maintenance features. Work collaboratively to ensure all fire drills are completed. Ensure regulatory compliance with applicable OSHA and Fire Marshall regulations and standards for all programs.

Assist employees, supervisors, and other Town employees with claim related insurance matters, first visit authorizations, follow-up, and invoicing.

Develop light duty and return to work protocols and assist sites with implementation.

Support Risk & Safety Manager in annual insurance renewals for the Town and for Mooresville Fire/Rescue.

Manage data collection and analysis of workers' compensation and various insurance claims. Deliver metrics, reports, and cost summaries as needed.

Process and review all insurance claims reported by citizens (auto, property, etc.).

Assists with ADA compliance program and the Town's approved Transition Plan for ADA.

Completes special projects, attends meetings, attends training, and represents the Safety & Risk Manager as assigned.

Co-chairs the Town Safety Committee with the Occupational Health & Safety Officer. Works collaboratively to ensure the Safety Committee members are trained, informed, and able to assist in areas of Risk Management & Safety inspections, fire/life safety drills, and the annual Health & Safety Fair.

Assists Town departments with various aspects of event planning related to Risk Management including guidance and assistance with ADA perspectives and solutions, insurance requirements and needs, safety related concerns and solutions, life/fire safety, and possible regulatory safety inspections (NCDOL or Fire Marshall's Office).

Remain current with various software applications including Word, Excel, PowerPoint, Intelex, Safety Skills, PMA Cinch, DAC Trak, Samsara, FastMed/CompuCare, Agiloft, and vendor specific programs as needed.

Administrative duties of the Risk & Safety Department including purchase orders, inventory, ordering, supply, travel arrangements/billing, etc. Tracks and processes all Risk Management bills for payment.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Knowledge of both safety and risk management programs.

Knowledge of federal and state law applicable to Workers' Compensation and various insurances, as well as the ability to interpret laws and standards from OSHA, NCDOL, NCIC, and DOT.

Must have excellent interpersonal skills in order to be able to communicate well with all levels of management, including attorneys, medical providers, insurance representatives and injured employees. Maintain confidential information and conversations.

Must have the ability to interface closely with Risk & Safety Manager, Human Resource Director, various Department Heads, and Town Council Leadership.

Must have good computer skills such as Microsoft Word, Excel, PowerPoint and Intelex with the ability to translate data into charts and graphs in order to track trends and budgets in relationship to actual costs.

Comfortable working both independently and as part of a team, and in meeting tight deadlines when dictated by client schedules.

Ability to develop and conduct training programs. Ability to lead and organize Committees.

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

Ability to communicate effectively in oral and written forms.

Possess the ability to interact positively with the public, even under stressful situations.

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 department related activities.

Physical Requirements

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

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

Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Requires any combination of education and experience equivalent to an associate degree in accounting, business, public administration, or a related field and three years of paraprofessional experience in risk management and accounting.