

RISK MANAGEMENT TECHNICIAN**DEFINITION**

Under the general supervision of the Assistant Superintendents, Business Services and Human Resources, performs a wide range of technical and clerical support duties for District loss control programs including property and liability, student and employee safety, and Workers' Compensation; performs other related duties as assigned.

The typical duties and employment standards are representative of positions within this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific position.

TYPICAL DUTIES

For Business Services, receives property and liability claims against the District, such as for student accidents, vandalism, theft, property damages, automobile accidents, etc.; provides forms and basic instructions to claimants; review paperwork to ensure that it is properly completed, obtains missing information, forwards items to JPA or carriers, as appropriate, and prepares standardized Board agenda items as directed; reviews and reconciles status and financial reports, as necessary. Reviews and processes employee claims for theft or vandalism of personal property in accordance with the employee contract and with direction on those cases subject to evaluation of merit. As directed, researches and responds to requests from courts/probation departments regarding student vandalism. Arranges for car rentals and processes claims or payments, as directed, for accidents involving damage to other vehicles by District vehicles. Maintains summary of District property, obtains annual updates, and forwards information to JPA for inclusion in District policies.

For Human Resources, receives, processes, and works with parties on Workers' Compensation claims; provides forms and basic instructions to employees: receives and reviews claims for completeness, receives and reviews accident reports; coordinates claims activities with claims examiners from third party carrier, District administrators, JPA staff, and employees; under direction, clarifies work restrictions and assists in arranging return to work or reasonable accommodation situations. On environmental or ergonomic issues, obtains information and, as directed, may meet with parties, arrange for technical tests, and make recommendations to supervisor; forwards information to carriers. Reviews accident and case status reports and prepares summaries or special reports, as requested. Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Risk Management Technician** performs a variety of technical and clerical duties in support of loss control programs. It differs from the **Benefits Technician II** classification in its specialization in property/liability and Workers' Compensation areas rather than employee benefits. A **Risk Management Analyst** is a full journey-level professional classification differing from the above, typically, in the requirement for college-level preparation and in the scope, independence, and judgment involved in the performance of duties.

EMPLOYMENT STANDARDS

Knowledge of: loss control/risk management practices, trends, and procedures, including Workers' Compensation regulations, terminology, and processes; general insurance claims processing and billing procedures; basic knowledge of the Americans with Disabilities Act and OSHA/CalOSHA requirements; safety and leave provisions of the collective bargaining contracts and of the District safety plan; thorough knowledge of modern offices practices and procedures; computer usage and modern software programs for word processing, spreadsheet, and record keeping/data base operations; correct English usage, grammar, spelling, punctuation, and vocabulary.

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Ability to: Work independently in accordance with supervisory guidelines, demonstrate initiative, and use good judgment in the conduct of business; keep supervisors informed of status of claims and potential problems; organize, prioritize, coordinate, and follow-up on a wide variety of complex activities in accordance with supervisory direction; to learn, read, apply, and explain various loss control policies, regulations, and procedures; maintain accurate records of claims, including entering data and using common software programs for that purpose; to establish and maintain cooperative working relationships with employees, vendors, JPA staff, administrators, and members of the public, especially in sensitive or difficult situations; demonstrate a high service ethic; prepare routine correspondence, agenda items, and reports; use correct written and spoken English; and understand and follow complex directions.

Essential Physical Activities and Work Environment: Work is typically performed at a desk in a District Office environment, although visits to schools to observe and/or measure work environments or accident scenes may be required. The incumbent may spend long periods of time entering and/or reading data on the computer, sorting and assembling materials, and/or talking on the telephone. Must be able to comprehend and respond to ordinary conversation in a timely manner.

Required Background: Three years of increasingly responsible clerical or secretarial experience, including at least two years in insurance billing, claims processing or adjusting, or customer service; payroll or employee benefits; or Workers' Compensation claims processing or analysis; or a closely related area. One year of directly related experience in a school district or one year of related college-level or professional training in risk management may be substituted for the above two years.

Licenses: A valid California Driver's license and the use of an automobile are required.

Qualifications: In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.