

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
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Job Title:	Risk Management Technician	Range:	36
Date Revised:	May 29, 2015	Date Approved:	April 14, 2015

**PRIMARY PURPOSE**

Under general direction, performs a wide variety of comprehensive, complex and specialized administrative and technical duties in support of the District's Risk Management operations, including providing information and assistance to employees, students, and insurance administrators; files claims, supports safety and emergency preparedness training efforts; maintains risk management and training records, and researches and compiles a variety of reports; performs special projects and provides responsible and complex technical and administrative support.

**ESSENTIAL FUNCTIONS**

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Performs a variety of professional, administrative, technical and analytical risk management duties related to the daily operations of the department with minimal direction; manages daily activities to assure efficient operations.
2.	Develops, maintains, updates and distributes workers' compensation packets and forms; provides assistance and information on the workers' compensation program to District management, staff and outside parties; informs injured staff about a variety of specialized and technical information, requirements and procedures of the workers' compensation program; assists injured workers, supervisors and claims administrators by investigating and resolving questions, concerns and discrepancies pertaining to work injuries.
3.	Coordinates the District's property and liability insurance program; assists with the procurement of property and liability insurance for the District; serves as liaison with attorneys, departments and staff in receiving, processing and distributing liability claims and lawsuits filed against the District; maintains, organizes and compiles information for liability claims; obtains signed releases and issues payments; monitors accident reports for safety issues that need to be addressed and notifies appropriate department; issues Certificate of Insurance; contacts insurance administrators as needed.
4.	Provides administrative support for employee safety training, emergency preparedness and maintains records of training.
5.	Researches and collects information for and processes a variety of risk management and workers' compensation-related reports, forms, logs, records, files and other documents, including accident reports, claim forms, OSHA logs and reports; ensures that financial and confidential records and files are properly maintained.
6.	Performs other administrative and technical functions to ensure efficient and effective implementation of the District's risk management and worker's compensation programs; compares and reconciles claims administrator records; reviews legal and medical reports for information on work status and treatment plans; prepares correspondence, memoranda, and reports, performs reception functions, processes mail, performs data entry, completes purchase requisitions, files and maintains schedules and records.
7.	Interprets, applies, explains, and ensures compliance with Federal, State, and local laws and regulations concerning risk management programs.

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8.	Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances.
9.	Learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner.
10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	Performs related duties as assigned.

**OTHER FUNCTIONS**

**WORKING RELATIONSHIPS**

The Risk Management Technician maintains frequent contact with various District administrators, faculty, staff, students, public agencies, and insurance companies.

**EDUCATION AND EXPERIENCE**

Minimum Qualifications

A high school diploma or GED, preferably supplemented by college course work in business, risk management or related field.

Minimum three (3) years of technical experience in risk management or a related field.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of principles, practices, processes and laws related to workers' compensation, school district liability, public entity property and liability insurance and general liability in the State of California.

Knowledge of Federal, state and local laws and regulations pertaining to risk management claims adjustment, investigation and management.

Knowledge of workers' compensation and property and liability insurance benefits, requirements and procedures.

Knowledge of District organization, operations, policies and objectives.

Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary.

Knowledge of record keeping procedures.

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Knowledge of budget preparation and maintenance.  
Knowledge of appropriate software and databases.  
Ability to perform responsible risk management support work with accuracy, speed, and minimal direction.  
Ability to interpret, apply explain and assure compliance with Federal, state and local laws, regulations, policies, practices and procedures of risk management administration.  
Ability to review risk management documents for completeness and accuracy.  
Ability to respond to and effectively prioritize multiple phone calls and other requests for service.  
Ability to compose correspondence and reports independently or from brief instructions  
Ability to establish and maintain a variety of filing, record keeping, and tracking systems.  
Ability to analyze situations accurately and adopt an effective course of action.  
Ability to plan, organize and prioritize work.  
Ability to meet schedules and time lines.  
Ability to work independently with little direction.  
Ability to understand and follow oral and written directions.  
Ability to communicate efficiently both orally and in writing.  
Ability to supervise, train and provide work direction to others.  
Ability to establish and maintain effective working relationships with others.

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**SPECIAL REQUIREMENTS**

May require a Valid California Driver's License

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**WORKING CONDITIONS**

Indoor office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods of time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; occasional travel to other locations to attend meetings or conduct work; hearing and speaking to exchange information in person one-on-one, in a group setting or on the telephone; seeing to read a variety of printed materials and information on a computer screen for extended periods of time.

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