

MAJOR FUNCTIONS

This is responsible professional, managerial and administrative work performing under the direction of the City Treasurer-Clerk. The incumbent directs one of the six departments under the appointed official and is accountable for the financial and operational results of the assigned department. Considerable independent judgment, discretion and initiative are exercised in carrying out the daily operations of the department with efficiency and effectiveness. Performance is reviewed through review and analysis of reports prepared and recommendations made, observation of actions and of results achieved, and by direct communication between the appointed official and the director.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manages the day-to-day operations of the Department. Interacts with other departments under the appointed official as well as cross-City departments. Plans, coordinates, and oversees the functional and technical operations of the department. Directs and supervises the administrative operations of the department. Heads major initiatives. Assists the City Treasurer-Clerk in activities requiring interaction with other governmental bodies. Conducts independent research on assigned topics and prepares reports for the City Treasurer-Clerk, City Commission, and for distribution to other department directors. Manages the work of assigned personnel; delegates and reviews work assignments; hires, trains, and evaluates personnel. Manages personnel actions and issues including hiring, advancement, retrogression, dismissal, disciplinary action, training, staff development, and the grievance process, in compliance with the city policies and procedures. Prepares standard operating procedures for the department; performs strategic planning for overall improvement of department services; evaluates service areas for deficiencies, formulates solutions, and develops action plans. Interacts and coordinates with all divisions and other Departments in the City.

Administers and coordinates the activities of the City's risk management program, including the self-insured liability program, and purchased insurance. Maintains knowledge of current insurance trends and legislation in order to modify risk coverage as needed. Evaluates and recommends the most cost-effective method for dealing with risk. Plans, evaluates and identifies insurance needs and prepares specifications for insurance quotations. Negotiates with insurance providers to purchase adequate coverage. Evaluates insurance contracts to determine compliance relative to changes in requirements and coverage. Negotiates settlement of loss claims with carriers. Plans and administers surveys of City assets and operations to identify and classify hazards. Evaluates insurable risks and loss potential; makes recommendations for corrective action and monitors for compliance; coordinates loss-prevention programs. Represents the City in mediations, negotiating settlement of claims within scope of authority. Investigates citizen liability claims and determines appropriate manner of disposition; staffs Liability Oversight Committee or City Commission as needed for claims in excess of department authority. Assembles and maintains records and reports necessary to document and support program; disseminating both externally and internally as needed. Coordinates with City Attorney related to legal matters.

Prepares, maintains, and monitors department budget, including allocation of costs to department based on claims frequencies and loss Exposure. Prepares reports, correspondences, and agenda items. Performs general administrative tasks and other related work as required. Manages the selection, transfer, recall, promotion, discipline or dismissal of employees. Conducts performance evaluations and approval or disapproval of merit increases. Approves leave, disciplines employees. Performs general administrative tasks and other related work as required. Develops quality and productivity improvement capabilities to improve services and effectiveness.

Other Important Duties

Completes special projects as assigned. Serves on ad hoc and cross-functional teams to represent the department's position. Represents the City and its viewpoints at conferences, seminars, workshops, and meetings, as applicable. Performs related work as required.

DESIRABLE QUALIFICATIONSKnowledge, Abilities and Skills

Considerable knowledge of insurance claims procedures. Considerable knowledge of the principles of established risk management practices and procedures. Considerable knowledge of the principles of insurance, particularly their application to a municipal insurance program. Considerable knowledge of local, state and federal statutes concerning personal injury, Workers' Compensation, property damage, vehicular liability, public liability and related areas. Ability to analyze and interpret technical data. Ability to design and implement new programs in risk management, including self insurance. Ability to evaluate and review complex risk management reports and make recommendations. Ability to communicate clearly and concisely, orally and in writing. Ability to plan, organize and direct the work of subordinates. Ability to establish and maintain effective working relationships Skilled in the use of information technologies and the associated programs and applications necessary for successful job performance. Designation as an Associate in Risk Management n from the Insurance Institute of America.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, finance, insurance, risk management or a related field and four years of professional and administrative experience in risk management and insurance or loss prevention; or an equivalent combination of training and experience. An Associate in Risk Management designation from the Insurance Institute of America may substitute for one year of the required experience. One year of the required experience must have been in a supervisory capacity

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 09-29-94

Revised: 11-06-98
10-13-03*
08-24-09*
06-18-24
08-23-24