

**City of Dunedin, Florida**  
Class Description

**JOB TITLE: Risk Management Coordinator**  
Human Resources & Risk Management Department

**GENERAL STATEMENT OF JOB**

Under limited direction, performs administrative work in the coordination and promotion of the City's risk management program, including safety, claims processing for property, liability, and workers' compensation, and other related programs. Work requires independent judgment on problem solving, data collection/reporting, and coordinating claims. Assists the Director of Human Resources & Risk Management and the Human Resources and Risk Manager with various special projects and reports. Performs related work as directed. Reports to the Director of Human Resources & Risk Management.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

***The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.***

Coordinates the City's workers compensation and general liability claims (e.g. property damage, vehicle incidents, citizen injury), which includes claims intake, investigations submittal and follow-up as may be needed or directed by the Human Resources and Risk Manager or Director.

Manages all claims and analyzes reports to determine if appropriate preventive measures were in place and/or taken to mitigate future risks. Recommends solutions to minimize or prevent further exposure.

Provides exceptional customer service to internal and external customers, and receives and responds to inquiries, requests for assistance, concerns and complaints in areas of responsibility.

Serves as the day-to-day liaison with departments, employees, the City's third party administrator and risk consultant, citizens, insurance representatives, Dunedin residents and business owners and the general public as needed to complete investigations, coordinate follow-up care and monitor open claims.

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Provides assistance to employees and supervisors with the City's Return to Work programs and processes (e.g., light duty, modified duty assignments, necessary physicals).

Assists with other leave programs as necessary, such as medical leaves of absence, management referrals to the Employee Assistance Program (EAP), enforcing discipline, etc.

Coordinates, conducts, or assists with safety training programs and inspections to ensure compliance with all policies and standards.

Updates and implements risk management policies and safety standards.

Assists legal counsel with risk management documents and files during litigation.

Coordinates other risk-related functions (e.g., drug free workplace testing) according to established guidelines.

Assists with the preparation of preliminary budgets for the risk management division; participates in budget review meetings. Prepares budget status reports as needed.

Compiles data for risk management monthly reports and budget projections; makes analysis of current and future financial budgets in relation to prior year's budgets and actual expenses.

Conducts and responds to internal and external surveys as required.

Prepares purchasing documentation according to established procedures; monitors the risk management budgets, and tracks fund expenditures.

Processes risk management bills and monthly invoices for approval and payment.

Schedules and attends various City staff/administrative meetings as needed; takes the minutes, prepares meeting minutes, and distributes completed minutes to Committee members.

Assists with the City's Safety Action Committee; schedules meetings, responsible for meeting minutes.

Coordinates and/or participates in Human Resources & Risk Management activities, as well as other City functions, programs and projects as assigned.

Assists with the Request for Proposals (RFP) process for risk management.

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Processes and reconciles risk and benefits invoices and initiates payments; performs data entry into the City's Enterprise Resource Planning (ERP) system to enter Purchase Orders, budget items and complete other functions.

Compiles data for and prepares various records, reports, and other documentation required by the department, City and other agencies.

Assists with the tuition reimbursement program, reviewing and routing requests, entering purchase requisitions and check requests, researching and maintaining annual rates for colleges and universities, and communicating with employees as needed to obtain all required documentation and to ensure compliance with the program.

Routinely prepares communications regarding human resources and safety event items to be emailed to all employees and posted on the intranet.

Maintains risk and benefits records in compliance with applicable laws, regulations, policies and procedures. Establishes and maintains an effective and efficient records management system, and ensures the security and confidentiality of records.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills, and stay apprised of new developments and best practices.

### **ADDITIONAL JOB FUNCTIONS**

Performs administrative/clerical functions such as entering and retrieving computer data, answering the telephone, typing reports and correspondence, copying and filing documents, distributing mail, sending and receiving correspondence, and organizing and filing documents.

Conducts new hire orientation meetings; assists with the City's annual open enrollment.

Compiles data for and prepares various reports and records.

Remain apprised of best practices, innovation in the risk management field.

Supports other department staff functions as needed.

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Assists with the duties of the HR & Risk Manager in his/her absence.

Performs other related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's degree in Business Administration, Public Administration, Risk Management, or closely related field, with three (3) years of recent, verifiable work experience in liability and/or workers compensation claims, and/or risk management.

Experience in public sector and/or risk management certification(s) is preferred. Incident Command Systems (ICS) component certifications of the National Incident Management System (NIMS), or the ability to obtain required certifications within 6 months of hire is required.

Work experience in the use of Microsoft Office, specifically Outlook, Word and Excel, as well as human resources and/or risk management information systems and report writing programs.

### **SPECIAL REQUIREMENTS**

Must possess a valid Florida driver's license.

Must be obtain and maintain the Florida All-lines Adjuster (ALA) License within one year of employment. Completion of basic coursework in Risk Management. Attainment of the Associate in Risk Management for Public Entities (ARM-P) designation is highly recommended as the department budget allows.

This position is Category B for the purposes of Dunedin Emergency Management. The incumbent may be required to be onsite/available as scheduled during times of emergency as declared by the City/County Commission or City Manager.

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Risk Management Coordinator. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is knowledgeable in the areas of workers compensation, risk/loss control, safety programs and regulations, etc. Knows how to perform duties in a professional and effective manner and with the utmost integrity in the best interests of the City. Working

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knowledge of budgetary principles and procedures as applied to institutional requirements; has a good knowledge of the City's insurance benefits, and the ability to effectively communicate them to employees. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has excellent administrative, organizational, computer and interpersonal skills. Is skilled in applying responsible attention to detail as necessary in preparing reports and correspondence. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of constant supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to work under stressful conditions as needed. Has the ability to work effectively, despite frequent interruptions and changing priorities. Has the ability to learn and utilize new skills and information to improve job performance and efficiently. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce and/or assess data and/or information using established criteria. Includes exercising discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives. Ability to create spreadsheets and manipulate the data.

**Human Interaction:** Requires the ability to provide guidance, assistance and/or interpretation to others on how to apply procedures and standards to specific situations. Develops and maintains cooperative and courteous relationships within the department, inter-departmentally, and with external entities with whom the position interacts. Is willing and able to offer assistance to fellow employees as necessary. Tactfully and effectively handles requests, suggestions and complaints, and maintains confidentiality.

**Equipment, Machinery, Tools and Materials Utilization:** Requires the ability to effectively use, operate and/or handle equipment such as a computer, copier, scanner, fax, calculator, and telephone.

**Verbal Aptitude:** Requires the ability to use a variety of reference, descriptive and/or advisory data and information. Has the ability to speak, write and understand the English language; must be able to communicate effectively, both orally and in writing.

**Mathematical Aptitude:** Requires the ability to accurately perform addition, subtraction, multiplication and division; calculate decimals and percentages; may need to use principles of basic probability and statistical inference occasionally.

**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables and to analyze

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major problems that require complex planning for inter-related activities that can span one or several work units. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental or subjective criteria, as opposed to that which is clearly measurable or verifiable.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

**Sensory Requirements:** Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, but may require limited exposure, especially during outdoor risk management activities. Tasks may require extensive VDT exposure.

*The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

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Director of Human Resources & Risk Management

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Date