

**CITY OF HERMOSA BEACH**  
**Class Specification**

**RISK PROGRAM MANAGER**

**DEFINITION**

Under general direction, performs a variety of complex, responsible, professional, and analytical duties in support of the City's Risk Management programs, including but not limited to general liability, insurance, loss control/prevention, safety management and training, and workers' compensation; plans, develops, coordinates, organizes, and implements city-wide Risk Management programs, policies, procedures, and initiatives. The incumbent is responsible for identifying, evaluating, and recommending methods of preventing, reducing, and responding to risks and liabilities within the City. The incumbent is also responsible for training and developing department staff's risk management support skills; and performs other duties as assigned.

**EXAMPLES OF DUTIES**

- Plan, manage, and administer daily functions, operations, and activities of Risk Management programs, including insurance, loss control/prevention, safety management and training, and workers' compensation.
- Develop and implement city-wide Risk Management programs, policies, procedures, and initiatives.
- Administer the Workers' Compensation Program by coordinating claims management with a third-party administrator (TPA); ensure accurate completion of appropriate forms and handling of claims; discuss workers' compensation claims with departmental staff and legal counsel as needed to determine course of action; provide support to other City staff, claims adjustors and investigators, and insurance agents in the disposition of claims; maintain related files and documentation; provide timely follow through on status of claims.
- Administer general liability claims by coordinating claims management with a third-party administrator (TPA); ensure accurate and timely completion of appropriate forms and handling of claims; discuss liability claims with departmental staff and legal counsel as needed to determine course of action; maintain related files and documentation; provide timely follow through on status of claims, as well as any remediation or other actions necessary to reduce future claims.
- Review and analyze insurance contract requirements and indemnifications, assess exposure and transfer of risk scenarios and make recommendations, may consult with legal counsel as needed.
- Review and analyze statistical information, including data and trends, to develop training content and/or recommend loss prevention and risk mitigation efforts.
- Draft and maintain a monthly report on all active litigated and non-litigated general liability claims.
- Ensure all required employee trainings are completed as required by Federal and State laws; maintain and record all safety training, including those required by CalOSHA.

- Prepare, present, and monitor reports, including reports of work injuries as required by the State Department of Industrial Relations for workers' compensation and employee safety.
- Research, plan, and organize training programs; maintain an annual training calendar; assist in implementation of training projects; negotiate fees and professional services agreements with training facilitators; and assist in conducting training programs as required.
- Administer annual policy renewals including excess workers' compensation, liability, property and ancillary insurance programs.
- Work with the City's insurance pool to manage and coordinate loss control activities and maximize the insurance pool's resources.
- Conduct incident investigations and draft relevant reports as needed.
- Analyze and interpret City policies and procedures.
- Work as a team member in a dynamic environment; recommend and implement improvements to policies and procedures; ensure accuracy, completeness and compliance with City standards, policies, and procedures.
- Deliver outstanding internal and external customer service.
- Assist in monitoring and preparation of department budget.
- Perform other duties as assigned.

## **QUALIFICATION GUIDELINES**

### **Knowledge, Skills and Abilities:**

Knowledge of principles, techniques, trends, and best practices of risk management; insurance policies; liabilities and workers' compensation laws; claim settlement procedures; pertinent federal, state, and local public sector labor and employment laws, codes, and regulations; CalOSHA, Workers' Compensation, and Unemployment Insurance laws and regulations; occupational hazards and safety practices; reporting requirements for on-the-job injuries, property damage or loss and safety violations; claims administration practices; principles and practices of public human resources administration; employee relations; personnel policies; and labor contract provisions, word processing; spreadsheet; and human resources information systems; and records management practices.

### **Skills and ability to:**

Conduct research and analyze policies and regulations; interpret requirements and make recommendations related to risk management standards; prepare, review, and evaluate report data; establish and maintain effective working relationships with applicants, staff, management, vendors, consultants, and the general public; organize and prioritize tasks to meet deadlines; communicate effectively, both orally and in writing; exercise independent judgment and initiative within established guidelines; maintain confidentiality of sensitive data; operate modern office equipment and computer hardware.

**Education and Experience:** *Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge would be:*

Graduation from an accredited four-year college or university with a degree in Business Administration, Public Administration, or a related field, and four years of increasingly responsible professional risk management administration experience, preferably in local government.

**Licenses/Certificates:** A valid Class C California Driver's License with a safe driving record is required and must be maintained as valid during course of employment. Possession of an Associate in Risk Management (ARM) license and/or formal risk management training is highly desirable.

In accordance with California Government Code Section 3100, City of Hermosa Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Approved by the Civil Service Board: 12/1/25

Approved by the City Council: