## **RISK MANAGEMENT ASSISTANT**

### **DEFINITION**

Under direction, to perform a variety of clerical and technical work assignments in support of the City's loss control and self-insurance programs; to coordinate Worker's Compensation claims process with others; to explain insurance programs to others; and to perform related work as required.

#### **EXAMPLES OF DUTIES**

Performs a variety of clerical and technical work assignments in support of the City's loss control and self-insurance programs; reviews tort claims for completeness; coordinates the claims process with the claimant and requisite City Department; maintains logs and claims files for all cases; reviews Worker's Compensation injury reports for completeness; obtains additional information for Worker's Compensation and coordinates claims process with requisite parties as the case progresses; assists with the pursuit of third party recovery; assists with the development of statistical information and reports for analysis of City loss prevention efforts; monitors the progress of litigated claims; types letters, memoranda, reports, forms, and numerous other material of general and technical subjects from rough drafts, verbal instructions or established procedures; may compose routine correspondence independently; replies to inquiries from employees and the public by telephone, correspondence, or in person; supplies routine information on departmental policies and procedures.

## Knowledge of:

- Modern office methods and procedures, business English, spelling and arithmetic:
- Basic methods and practices of record-keeping;
- Operation of general office machines and equipment including basic data processing terminology and techniques;
- Basic Worker's Compensation laws and procedures;
- Modern principles and practices of loss control and self-insurance programs desirable.

### **RISK MANAGEMENT ASSISTANT**

# **EMPLOYMENT STANDARDS (cont.)**

and

# Ability to:

- Keep moderately complex records, involving the use of independent judgment, accuracy and speed;
- Perform general clerical work and make arithmetical computations with speed and accuracy;
- Perform a variety of technical work in support of the City's loss control and self-insurance programs;
- Review, coordinate and maintain responsibility for worker's compensation claims;
- Use a computer and other standard office equipment;
- Prepare a variety of reports;
- Establish and maintain cooperative working relationships;
- Communicate effectively orally and in writing.

and

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

Education: Graduation from high school or G.E.D. is desirable, including or supplemented by course work in office skills and secretarial and business practices.

Work Background: Three years of broad and extensive office assistance, secretarial, and administrative support work experience, preferably including some experience working with a local government agency; experience in risk management, insurance, and worker's compensation or closely related field desirable.