

## Risk Services Manager

### Role Summary

Reporting to the Director of Legislative & Protective Services the Risk Manager is responsible for the specialized and complex job of developing, implementing, coordinating and administering a comprehensive Risk Management Program designed to protect the Municipality's assets, employees and citizens from loss, damage or injury. The incumbent is responsible for developing and managing an insurance portfolio which will minimize the adverse effects of loss in a cost-effective manner. The incumbent also manages the claims function.

### Qualifications

- Post-secondary degree in Finance, Business Administration, Risk Management and Insurance or equivalent area of study.
- A CIP designation and CRM designation.
- Minimum of seven years experience in a municipal Risk Management environment, including five years experience in a management/supervisory position.
- Possession of a valid B.C. Class 5 Driver's License and a personal vehicle that meets the requirements described in the Transportation policy, available for use as and when required.
- An equivalent combination of education and experience may be considered.

### Knowledge, Skills & Abilities

- Specialized knowledge of Risk Management principles and practices.
- Specialized knowledge of the insurance industry, trends, policies, coverage, and rating procedures, including Commercial Liability, Property and Fleet Insurance.
- Thorough knowledge of the properties, assets and operations of the Municipality.
- Thorough knowledge of Common Law and the Statutes (i.e., Motor Vehicle Act, Local Government Act, Occupiers Liability Act, Criminal Code, etc.) that affect the operations of the Municipality.
- Ability to deal with conflict and difficult human situations in negotiating, resolving or denying third party bodily injury and property damage claims, and first party property damage claims using tact, patience and courtesy.
- Ability to train, evaluate, supervise and direct staff of the Risk Management Division.
- Ability to conduct effective interviews to obtain information and witness statements related to first- and third-party claims.
- Ability to create a variety of effective written communications including reports, agreements, spreadsheets and claims decision letters.
- Ability to interpret contracts, agreements and other legal documents.
- Ability to prepare, maintain and administer divisional annual budgets.

### Major Accountabilities

#### Advice & Support

- Liaises extensively with external and internal staff including the Mayor, Council, Chief Administrative Officer and leadership team, managers and staff, members of the public, insurance brokers and agents, legal counsel, engineers, architects, independent adjusters, contractors and other authorities.
- Presents and arranges training to staff in loss prevention and risk management.
- Prepares various reports, statistics, correspondence, agreements, records and related documents.
- Participates on the Motor Vehicle Incident Review Board and other committees as required.
- Reviews contracts, bids and agreements and determines proper insurance and indemnification requirements.
- Reviews Case Law, Statutes and insurance industry trends and Risk Management best practices to determine their impact on the Municipality.

#### Leadership of Staff

- Supervises Risk Management Division staff, including overseeing investigations of the Claims Analyst.

- Manages employees with responsibility for recruitment, coaching, motivating, developing position objectives, assigning and delegating work, setting direction of several teams or work groups, performance management and ensuring quality and service standards are met.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by section leaders. Meets regularly with own direct reports to establish each of their annual personal performance objectives and holds them accountable for results.
- Leads or oversees recruitment, orientation, training of new staff in accordance with District policies.
- Prepares guidelines for work performance, expenditures and use of resources.
- Evaluates the work of subordinate staff, guides them and identifies needs for development.

### Division Operations

- Develops, implements, coordinates, evaluates, updates and administers the Municipality's Risk Management Program.
- Coordinates the work activities of the Risk Management Division with other departments or divisions and external agencies by identifying and evaluating loss exposures facing the Municipality and then examining, selecting and implementing risk management techniques to eliminate, reduce or transfer risks.
- Manages the Municipality's self-insurance program.
- Manages third party bodily injury and property damage claims as well as first party property damage claims, including the negotiation, resolution and denial of the same.
- Manages the Municipality's insurance portfolio, including determining appropriate types of insurance, levels of coverage and self-insurance, negotiating coverage terms and pricing, and selection of the Municipality's Broker of Record.
- Develops and maintains schedules of insurable property and the replacement values of those properties.
- Assesses and authorizes payment of adjusting and legal fees, insurance premiums and third-party liability claims.
- Prepares and manages annual divisional budgets.

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