POSITION DESCRIPTION

POSITION TITLE
ADMINISTRATOR

WORKING TITLE
Risk Management Administrator

SCHOOL/DEPARTMENT
Risk Management

LOCATION
Crossroads II, Cary, NC

PAY GRADE
Administrator Band 4

FLSA STATUS
Exempt

REPORTS TO
Director-Risk Management and Safety

SUPERVISES
None

WORK WEEK SCHEDULE
Monday-Friday (occasional evenings and weekends)

WORK HOURS
8:00-5:00

NUMBER OF MONTHS PER YEAR
12

POSITION PURPOSE:
Analyzes, verifies and reconciles risk management reports and records regarding departmental management to ensure effective, efficient operations. Explains rules and procedures to school and central services staff and them in order to resolve issues timely and accurately. Reviews processed transactions, ensures presence of all required supporting documents and determines need for additional information in order to meet regulatory requirements. Supports the Director with the claim’s management process from inception to completion (enters loss reports in database, obtains official reports, obtains estimates of damage, recovers amount of damage from the party responsible for damages, and obtains payment from third-party administrator when appropriate). Supports the Director of Risk Management and Safety Administrators with all applicable State and Federal laws related to workplace safety and other safety issues in the school environment to ensure the delivery of proactive in lieu of reactive services, specifically aimed at reducing the school district’s risk.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge or ability to acquire the knowledge of public laws and school district policies, regulations, practices and procedures; ability to understand and explain laws, regulations and procedures;
- Considerable knowledge of Microsoft Office specifically Excel, Word Power Point; Google Apps; Business or Claims applications;
- Knowledge of, or the ability to become proficient in insurance industry claims management standards, actions, claim investigation, processing and procedures; considerable knowledge of principle and procedures for the investigation and processing of insurance claims;
- Strong interpersonal and communication skills; ability to work in a team environment and independently when required; interact with all levels of staff and management with diplomacy and tact;
- Ability to communicate clearly and concisely both in oral and written form using variety of communication techniques and tools to ensure the appropriate flow of information, collaborative efforts, and feedback;
- Ability to accurately read, interpret and comply with Wake County Public School System (WCPSS) departmental procedures;
- Ability to provide and deliver effective training, presentations, and communication to a variety of audiences;
- Ability to have sensitivity to legal responsibilities regarding matters of a sensitive or confidential nature;
- Ability to exercise initiative to perform both original and recurring assignments and exercise considerable independent judgment in the absence of clear directives;
- Ability to prioritize and perform several ongoing projects in a multidisciplinary cross departmental environment;
- Ability to document information and prepare accurate and concise written reports; develop and maintain recordkeeping systems and procedures;
- Ability to multitask and adapt to changing demands and priorities;
- Ability to conduct problem analyses and make recommendations;
- Ability to establish and maintain effective working relationships with school system staff, external agencies, attorney’s, parents, and the public.
EDUCATION, TRAINING, AND EXPERIENCE

▪ Bachelor’s degree in risk management, public/business/finance administration, or related field;
▪ Experience in risk management, business/finance administration, public administration or related field; OR
▪ An equivalent combination of education and relevant experience sufficient to successfully perform the essential duties of the job.

CERTIFICATION AND LICENSE REQUIREMENTS

▪ Ability to complete the North Carolina Department of Insurance (NCDOI) Adjuster’s Licensing Training;
▪ Must hold and maintain a valid motor vehicle operator’s license according to the State of NC requirements.

PREFERRED QUALIFICATIONS:

▪ Ability to complete the Occupational Safety and Health Administrator (OSHA) General Industry Regulation Fire and Life Safety, Accident Investigation training;
▪ Completion of OSHA General Industry 10 hour or 30 hour course;
▪ Experience in Risk Management and Insurance, Public School Administration or related field;
▪ Experience using Oracle business and or claims applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Aids with risk management and insurance services including analyzing insurance needs and preparing departmental documentation for renewals applications. Maintains statement of values and list of districts insured property.
2. Manages data feed and maintain electronic records in the departments database, for annual, quarterly and monthly reports.
3. Assists Director of Risk Management and Safety with the claims process for the school district’s property and liability insurance funds, including investigations, data collection, incident reporting and implementing corrective action/loss restoration plans for post loss activities.
4. Assists the Director of Risk Management and Safety in handling general liability claims involving litigated claims and maintains the electronic and hard copy files.
5. Maintains the department certificate of insurance database and enter new certificates.
6. Assists in scheduling, creating agenda, meeting minutes, maintain all records and notifying participants of the outcome of all annual bi-annual, quarterly and monthly departmental, school based and committee meetings.
7. Assists the Director of Risk Management and Safety and Safety Administrators to arrange Safety and Health Leadership Team (Steering Committee); assists to implement system-wide school safety, injury, loss prevention program in accordance with Board Policies 1510/4200/7270 (School Safety) and 4201/7271 (Injury/Loss Prevention).
8. Maintains department Wake Connect website and internal documents electronic and hard copy files.
9. Assists Director of Risk Management and Safety with establishing policies and develops training materials for school administrative and central services staff.
10. Assist with the implementation of short and long-range organizational objectives and procedures; monitors effectiveness.
11. Performs other related duties as assigned.

WORKING CONDITIONS:

PHYSICAL ENVIRONMENT
Must be able to use a variety of office equipment such as computers, scanners, and copiers. Must be able to communicate effectively. At times requires the ability to lift, carry, push, pull or otherwise move objects up to twenty pounds. The work requires activities involving driving automotive equipment. Due to the amount of time spent standing and/or walking, physical requirements are consistent with those for sedentary work.

WORK ENVIRONMENT
Must be able to work in the field or office environment and come into direct contact with district’s school and central services staff, members of external resource agencies, and the Wake County community and State of North Carolina.

EFFECTIVE DATE: 11/2019

DISCLAIMER: The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, at any time.