



RISK MANAGER

Class Code:
1530

Bargaining Unit: Management Employees

CITY OF LOS ANGELES
Established Date: Dec 29, 2010
Revision Date: Jun 17, 2016

SALARY RANGE

\$0.00 Annually

DUTIES:

\$81,161 to \$115,487; \$100,391 to \$142,819; and \$120,645 to \$171,654.

The salary in the Department of Water and Power is \$96,277 to \$119,621; \$119,016 to \$147,872; and \$139,374 to \$173,157

NOTES:

1. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.
2. **For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.**
3. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.

DUTIES

A Risk Manager administers a comprehensive risk management program for a City department which may include: planning, organizing and directing the work of professional, technical, and/or clerical employees engaged in the administration of a risk management program; identifying and measuring risk exposure; developing methods for controlling risks and preventing losses; collecting and analyzing data on department risks and losses; developing work place safety training and property loss prevention programs; recommending and negotiating insurance coverage; preparing cost of risk reports; recommending risk financing techniques; administering indemnity and insurance requirements for contractors, vendors, tenants and permittees; supervising or monitoring claims administration; applying sound supervisory principles and techniques in building and maintaining an effective work force; and fulfilling equal employment opportunity responsibilities.

Based on previous administration - 2016

PREVIOUS REQUIREMENT(S)/MINIMUM QUALIFICATION(S):

1. Graduation from an accredited four-year college or university; **and**
2. Two years of full-time paid experience involving responsibility for two or more of the following areas:
 - a. risk determination and evaluation
 - b. risk financing or risk evaluation

- c. risk control including safety, industrial hygiene, and/or property loss prevention
- d. self insurance administration or owner-controlled insurance (wrap-up) program administration
- e. insurance underwriting or production
- f. claims management, adjustment or investigation
- g. workers' compensation program administration
- h. insurance procurement and policy review
- i. coordination of brokerage contract, fees, and premiums

Possession of a valid Associate in Risk Management (ARM) **or** Chartered Property and Casualty Underwriter (CPCU) or Workers' Compensation Claim Professional (WCCP) **or** Registered Professional Adjuster (RPA) **or** Certified Risk Manager (CRM) **or** Fellow in Risk Management (FRM) **or** Certified Insurance Counselor (CIC) designation may be substituted for a maximum of one year of experience.

NOTES:

1. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
2. A valid California driver's license is required. Applicants will be disqualified and not eligible for hire if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).
3. Please note that qualifying education must be from a college or university accredited by a City of Los Angeles recognized agency. A list of approved accrediting agencies can be found at <http://per.lacity.org/Accredited%20Institutions%2008-21-08.pdf>.
4. Candidates completing the exam process will be contacted by the Personnel Department to provide required proof of qualifying degree and coursework.

Based on previous administration - 2016

PREVIOUS APPLICATION PROCESS:

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at <https://www.governmentjobs.com/careers/lacity> for Open Competitive Examinations and at <https://www.governmentjobs.com/careers/lacity/promotionaljobs> for Promotional Examinations.

NOTE:

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

APPLICATION DEADLINE

Applications must be received by THURSDAY, JUNE 30, 2016.

In accordance with Civil Service Rule 4.2, all applicants who apply may not be tested in this examination. To meet anticipated hiring needs, only a limited number of qualified applicants will be invited to participate in the interview in the following order: 1) Los Angeles City Promotional applicants who meet the minimum requirements. You must have received a regular appointment to a City position or be on a reserve list to apply for this examination as a promotional candidate; 2) Applicants currently employed by the City of Los Angeles on a part-time or exempt basis who meet the minimum requirements; 3) Remaining applicants

who meet the minimum requirements in sufficient numbers to meet hiring needs in the order that applications were received. Applications submitted during the filing period will be kept on file for two years from June 17, 2016 in the event that additional applicants need to be tested to meet hiring needs.

Based on previous administration - 2016

PREVIOUS SELECTION PROCESS:

Examination Weight: Interview. 100%

The examination will consist entirely of an interview. In the interview, the following competencies may be evaluated: Analytical Ability, Supervision, Teamwork, Oral Communication, Written Communication, Leadership, and Job Knowledge, including knowledge of: property, casualty, liability, industrial injury insurance, claims practices and related California law; insurance policies and terminology; insurance of marketing systems related to municipal government; duties and responsibilities of insurance brokers and agents, claims adjusters, and underwriters; municipal risks and liabilities; safety management and training programs; loss control methods; risk management-related programs and processes; principles of Owner Controlled Insurance Programs, and other necessary skills, knowledge, and abilities.

Additional information can be obtained by going to <http://per.lacity.org/eeo/JobAnalyses.htm> and clicking on Competencies under Risk Manager.

Candidates will be notified later by e-mail regarding the date, time and location of the interview, which will be held in Los Angeles. It is anticipated that interviews will begin during the period of AUGUST 29, 2016 to SEPTEMBER 9, 2016.

NOTES:

1. This examination is based on a validation study.
2. Appointment to this class is subject to a one-year probationary period under the provisions of Section 1011 of the Los Angeles City Charter.
3. Promotional Candidates will accrue seniority at the rate of 0.10 of a point for each year of continuous service in those classes which provide qualifying experience for this position. A maximum of one point will be added to the score of those candidates.
4. The promotional list will ordinarily be used ahead of the open competitive list. However, if open competitive candidates receive a higher score, without military credit, than the highest available promotional candidate, after adding seniority credit as indicated above, the Civil Service Commission, upon request of the appointing authority, may approve certification of such open competitive candidates ahead of the promotional candidates.
5. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
6. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
7. A final average score of 70% is required to be placed on the eligible list.

8. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
9. In accordance with Civil Service Rule, Sec. 4.24, review periods may be combined. Candidates in the examination process may file protests as provided in Sec. 4.20, 4.22 and 4.23 as applicable and within the required time frame; however, the Personnel Department may respond to and resolve protests prior to the establishment of the eligible list.

Notice:

If you receive and accept an offer of employment to a regular position with the City of Los Angeles, your employee benefits coverage (including health and dental coverage as well as life insurance) will commence approximately six weeks after your original regular appointment. Not all positions in the City receive benefit coverage; you should inquire regarding the availability of employee benefits prior to accepting a position.

THIS EXAMINATION IS TO BE GIVEN BOTH ON AN INTERDEPARTMENTAL PROMOTIONAL AND AN OPEN COMPETITIVE BASIS

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.

Based on previous administration - 2016

COMPETENCIES:

**COMPETENCY MODEL FOR
RISK MANAGER
CLASS CODE 1530**

The following competencies have been identified as those that best separate superior from satisfactory job performance in the class of **RISK MANAGER:**

4. Analytical Ability
11. Initiative
20. Job Knowledge
28. Supervision
35. Teamwork
45. Oral Communication
47. Written Communication
53. Leadership

On the following pages are descriptions of each competency, including a definition, the level of the competency required for the class (bolded and underlined), examples of behavioral indicators, and satisfactory and superior performance levels.

4. ANALYTICAL ABILITY – Identifies, obtains, and evaluates relevant information to establish relationships or patterns, cite causes, and reach logical conclusions.

Level of Competency Required by Job:

Level 1: Recognize similarities/differences in current situation to those previously encountered and is guided accordingly. Apply existing policies correctly. Ask pertinent questions or otherwise seek additional information to formulate appropriate response.

Level 2: Consider multiple, varied factors when evaluating a situation or issue. Seek additional information to provide further insight. Reach conclusions that logically follow from the information obtained.

Level 3: Consider a multitude of diverse factors, their interrelationships, the perspectives of others, alternative courses of action and their likely ramifications when evaluating information to reach a conclusion.

Examples of Behavioral Indicators:

- Obtains the necessary amount of relevant information.
- Recognizes the impact of each type of information on conclusions.
- Evaluates the quality/source of information when considering it.
- States the shortcomings of the information and, therefore, the analysis.

Performance Levels:

Satisfactory

Recognizes available relevant information, seeks additional information to consider, and reaches a conclusion. Provides sound, convincing justification for conclusions, citing relevant data and facts.

Superior

Uses a great deal of existing and obtained information and data to develop and evaluate alternatives and arrive at a final conclusion. Provides compelling arguments in support of conclusions.

11. INITIATIVE – Generates activity that facilitates accomplishment of work.

Level of Competency Required by Job:

Level 1: Offer to help co-workers and/or recognize things to do that facilitate work group accomplishment.

Level 2: Identify new tasks/projects to be undertaken and assist others with accomplishment of their work.

Level 3: Determine additional work necessary to improve the function and productivity of the organization or its services to citizens or other customers.

Examples of Behavioral Indicators:

- Makes suggestions for improvement in work quality or quantity.
- Finds work to do when own work is slow rather than allow diminished personal productivity.
- Expands scope of work/responsibility in appropriate directions.
- Anticipates upcoming events in order to prepare for them.

Performance Levels:

Satisfactory

Generates goal directed activity rather than waiting to be told what to do. Anticipates what is likely to occur in order to be able to prepare; recognizes that preparation for (and clean-up after) a job is part of doing the job.

Superior

Actively pursues additional tasks/ responsibilities that will facilitate effectiveness. Makes extensive preparations for upcoming events or expected changes.

20. JOB KNOWLEDGE – Knows information required to perform a specific job. Includes both widely available courses of study (for example, chemistry, human resources management, graphic arts) and City-specific information (parking regulation and ticketing practices; purchasing procedures; provisions of the City Charter).

Level of Competency Required by Job:

Level 1: Knowledge is concrete, factual, and/or procedural and may be defined by the organization. Situations in which it is applied are quite consistent.

Level 2: Knowledge is substantive and may be defined by an external trade, field, or profession. Situations in which it is applied vary and, as such, require breadth and depth of understanding.

Level 3: Knowledge is abstract, conceptual, and/or complex and may be supported by a well-defined academic discipline or authoritative sources (e.g., laws, ordinances, government guidelines/regulations/ codes). Situations in which it is applied may vary greatly or be novel.

Examples of Behavioral Indicators:

- Performs work correctly/avoids technical (job content related) errors.
- Answers technical questions about work accurately.
- Asks few technical questions about the performance of routine work activities.
- Offers advice ("coaching") to new employees regarding their work.
- Develops training programs for other employees.
- Sought out as a source of information by others.

Performance Levels:

Satisfactory

Sufficient job knowledge to perform work correctly independently. Answers technical questions about work correctly.

Superior

Expertise in technical job information sufficient to serve as a resource to others. May develop training manuals/ programs and/or give internal and/or external presentations related to work.

Risk Manager (1530) Job Knowledge Areas

1. Knowledge of property, casualty, liability, industrial injury insurance, claims practices and related California laws.
2. Knowledge of insurance policies and terminology as applied to risk management.
3. Knowledge of the insurance marketing system as it applies to municipal government.
4. Knowledge of the duties and responsibilities of insurance brokers and agents, claims adjusters, and underwriters.
5. Knowledge of major municipal risks and liabilities.
6. Knowledge of safety management and training programs.
7. Knowledge of risk management-related programs and processes.
8. Knowledge of the principles of Owner Controlled Insurance Programs (OCIP).
9. Knowledge of loss control methods.

28. SUPERVISION – Ability to assume direct responsibility for all aspects of the performance of a work group, which requires knowledge and/or ability in the areas of:

- Planning and goal setting
- Creating a safe and positive work environment
- Establishing standards and training employees
- Motivating employees and teambuilding
- Performance Management (assigning, monitoring, facilitating, reviewing and evaluating work, and providing feedback)
- Supporting and developing employees through delegation and participation
- Taking disciplinary action including progressive discipline
- Provisions of employees' MOU's and handling grievances
- Legal requirements including EEO, ADA, FLSA, FMLA, and Workers' Compensation provisions
- Civil Service Commission Rules and Policies related to the management of employees
- Administrative Code provisions related to the management of employees
- Budget processes sufficient to request and justify expenditures in a correct and timely manner

Level of Competency Required by Job:

Level 1: Supervises small workgroup of employees performing the same or highly related work.

Level 2: Supervises a larger workgroup of employees performing various types of work.

Level 3: Supervises employees including provision of coaching and advice to subordinate supervisors.

Examples of Behavioral Indicators:

- Plans, assigns, and monitors work progress.
- Trains employees to do work.
- Evaluates work and gives positive and negative feedback.
- Displays knowledge of legal requirements including applicable Federal and State laws, Administrative Code provisions, Civil Service Commission Rules and Policies, and MOU provisions.

Performance Levels:

Satisfactory

Proficiency in supervision sufficient to supervise a workgroup in terms of task orientation, interpersonal concerns, and personnel administration.

Superior

Proficiency in supervision sufficient to serve as a resource to others and/or represent department position in a public forum.

35. TEAMWORK – Interacts effectively with others to achieve mutual objectives; readily offers assistance to others to facilitate their goal accomplishment.

Level of Competency Required by Job:

Level 1: Work effectively as a member of a work unit or project team. Readily offer assistance to others when they have too much work or have too little.

Level 2: Work effectively as a team member in which different people have different roles/responsibilities and perspectives. Identify points for collaboration with co-workers; readily offer and request assistance.

Level 3: Work effectively as a part of an interdependent team (your work gets done only if the work of the whole team is done; evaluation of team performance is more relevant than individual performance).

Examples of Behavioral Indicators:

- Discusses work-related matters with co-workers.
- Offers and requests assistance readily.
- Offers and is receptive to suggestions.
- Identifies problems with workflow that will prevent team from accomplishing its goals.
- Provides constructive criticism and feedback to team members to improve overall functioning of team.
- Assigns credit to team for accomplishments.

Performance Levels:

Satisfactory

Cooperates with co-workers and fulfills responsibilities as a member of a project team. Maintains a focus on common objectives and offers and requests assistance readily.

Superior

Sees the team as a whole; acknowledges that performance of the team is what in reality is evaluated by others. If anyone fails, everyone on the team fails.

45. ORAL COMMUNICATION – Communicates orally in a clear, concise, and effective manner.

Level of Competency Required by Job:

Level 1: Exchange specific, job-related information orally with others in the immediate work environment or via telephone and/or radio.

Level 2: Obtain/provide/present general and/or job-specific information orally to a variety of others in various situations.

Level 3: Obtain/provide/present a diverse array of information orally at varying levels of complexity to a wide range of others across many different situations and circumstances.

Examples of Behavioral Indicators:

- Audience clearly understands the intended message.
- Rarely must repeat information in response to questions.
- Refrains from use of unnecessary words, phrases, or jargon.
- Provides a level of detail appropriate to the situation (avoids too much or too little detail).
- Speaks at a level appropriate to the audience in terms of terminology, sentence structure, and simplicity/complexity of ideas expressed.
- Uses words with precision (vocabulary) to convey exact information.

Performance Levels:

Satisfactory

Speaks clearly and audibly, providing the appropriate information and level of detail. Typically conveys the message on the first attempt. Answers questions accurately and directly.

Superior

Speech is direct and to the point. Speaks convincingly and with authority when appropriate. Maintains sensitivity to the audience while providing thorough information with the appropriate level of detail through the use of precise language.

47. WRITTEN COMMUNICATION – Communicates effectively in writing.

Level of Competency Required by Job:

Level 1: Write notes/e-mails. Completes forms with some open-ended responses (sentences).

Level 2: Write letters, articles/reports, and/or detailed descriptions of activities/occurrences.

Level 3: Write lengthy reports, instruction manuals, in-depth analyses/ reviews of complex issues and/or articles for publication. Reviews the written work of others.

Examples of Behavioral Indicators:

- Writing includes the necessary information to convey the intended message.
- Sufficiently few errors in spelling, punctuation, grammar to not interfere with the intended message or distract the reader.
- Little editing or re-writing needed to produce a final product.
- Composes materials efficiently.
- Information is presented in a well organized manner.
- Tone and degree of formality are appropriate to the purpose and audience.

Performance Levels

Satisfactory

Writes material that clearly communicates the necessary information; needs little editing.

Superior

Precisely uses words and organizes information in a way that enhances presentation of the message. Virtually no editing needed.

53. LEADERSHIP – Influences others toward goal accomplishment.

Level of Competency Required by Job:

Level 1: Assume responsibility for operations or a situation when necessary. Direct the actions of others or otherwise ensure required actions are taken. Remain responsible until relieved or situation is resolved.

Level 2: Motivate others to continual activity focused on goal accomplishment. Provide clear objectives and articulate individual activities necessary to achieve them; ensure resources necessary to do so are available. Monitor work progress and provide feedback; assess results.

Level 3: Articulate a vision, convey it to others, and assign responsibilities (or assure they are assigned) for achieving it. Monitor progress, make adjustments as necessary, and evaluate results.

Examples of Behavioral Indicators:

- Evaluates circumstances, determining what needs to be done, and ensuring individual responsibility for performing specific actions is assigned.
- Follows-up to ensure that specific actions have been taken and overall objective has been accomplished.
- Clearly communicates objectives and responsibility/individual actions necessary to achieve them.
- Monitors work in progress, provides feedback to those involved, and makes adjustments to work plans/processes to ensure goal attainment.
- Evaluates completed work for quality, thoroughness, and effectiveness to determine whether re-work or additional work is required to meet intended objectives and to provide learning for future assignments

Performance Levels:

Satisfactory

Assumes responsibility for work of others when required or necessary. Ensures actions taken to achieve objectives, and evaluates results to determine any follow-up needed.

Superior

Articulates vision/states clear objectives and assigns responsibility/motivates others toward achievement. Monitors progress; gives feedback; evaluates results; ensures follow-up.

TASKS:

**Risk Manager (1530)
Task List**

1. Drafts, negotiates, executes, and administers contracts and conditions, such as indemnity, limitation of liability, warranty, insurance requirements, risk of loss, and breach, in City contracts and/or in support of procurement activities. **INDEMNIFICATION**
2. Executes, on behalf of the City, agreements with individuals or agencies providing services to the City that will indemnify and hold them harmless from loss or liability arising from the acts or omissions of the City when using their property.
3. Administers Bond Assistance Program – Los Angeles (BAP-LA) in support of small and minority-owned businesses within the City of Los Angeles in order to assist these businesses in complying with the bid, performance, and payment bond contract requirements.
4. Administers Service Providers and Artisan Tradesman Activities (SPARTA) in support of small and minority-owned businesses within the City of Los Angeles in order to provide affordable insurance coverage to these businesses when bidding on City contracts.
5. Analyzes loss history (including property, liability, and workers' compensation data) and recommends appropriate insurance coverage, including deductible levels.
6. Develops and updates valuation methodologies for insurance and non-insurance purposes.

7. Plans, coordinates and negotiates the purchase of insurance and insurance coverage and policy terms and conditions within the insurance marketplace.
8. Develops insurance premium allocation methodologies for operational groups throughout various City departments.
9. Reviews and approves insurance and bond submittals for compliance and appropriateness in order to ensure contractors performing work for the City meet contractual insurance and bond requirements.
10. Administers Owner Controlled Insurance Programs (OCIP) by arranging, procuring, and managing insurance coverage, including administering insurance claims and safety efforts.
11. Performs loss control inspections, operational liability risk assessments, and/or property valuation studies to identify and evaluate loss potential by analyzing safety and loss data in order to make recommendations, such as which risks to self-insure or the establishment of a contingency reserve fund for uninsured or below deductible losses, in order to reduce City losses.
12. Prepares cost of risk reports for City departments and performs biennial actuarial studies, management of commercially insured claims, weaknesses/strengths analyses, and/or loss trending in support of claims management activities.
13. Provides risk consultation and advice to Council, Mayor, and/or City departments on issues involving all facets of risk management and insurance.
14. Discusses proposed and on-going department projects with management and operations staff to determine potential risks involved and recommends appropriate modifications to reduce risks.
15. Provides litigation support by administering the City's outside Attorney Conflict Panel (ACP) for any litigation determined by the City Attorney to have a partial or total conflict of interest precluding the City Attorney from handling the litigation on behalf of the City.
16. Conducts periodic training and seminars on risk related topics such as claims management procedures, loss prevention, and/or the risk management procedures manual for City department staff. |
17. Develops cost allocation strategies for operational groups throughout various City departments.
18. Administers Department employee safety program.
19. Keeps current in the field of risk management in order to keep abreast of new trends and methods.
20. Writes job descriptions and/or develops performance standards for quantity of work such as number of studies completed, reports written, and/or complaints received, and/or quality of work such as work products produced in order to inform employees of job expectations.
21. Orients new employees by explaining job requirements and providing written materials such as safety and performance standards, personnel rules, policies, and procedures, and benefits.
22. Trains employees by explaining and demonstrating work procedures and then observing employee performance to ensure employees are properly trained and to determine additional training needs; provides safety and/or other specialized training to staff.
23. Plans work of unit, assuring priority assignments are handled first; considers assignments in terms of content, difficulty, safety, and timeframe as well as employee workload, capabilities, and developmental needs; and assigns responsibility and explains assignments in order to ensure workload is appropriately distributed among staff and that they are prepared to complete it as directed.
24. Facilitates employees' work by ensuring necessary resources (e.g., tools, equipment, manuals, work area) are available, recommending use of efficient and effective procedures, and answering questions.
25. Observes employee performance, reviews work of employees, and monitors job progress in order to ensure safe and timely completion of work and that its quantity and quality are consistent with standards; makes adjustments as needed to work in progress.
26. Discusses completed work with employees, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or

constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance of future assignments.

27. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations; and discusses evaluations with the employee in order to provide positive and negative feedback and identify developmental needs.
28. Interviews job candidates; applies the principles of Equal Employment Opportunity; listens to employee grievances and disputes to identify a fair solution based on facts; counsels employees regarding problems such as rule infractions or inappropriate conduct; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.
29. Schedules employee time at work; approves/disapproves employee requests for time off; and verifies that timesheets properly account for employee work time in order to assure necessary levels of staffing, timely completion of work, and appropriate documentation.
30. Estimates/determines supplies, equipment, and staffing needs to complete assigned work; procures it within the organization or via contract; considers future equipment and staffing needs in order to assist in budget preparation.