

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (LEGAL SERVICES DIVISION - RISK MANAGEMENT SERVICES SECTION – LOCATION -)

MANAGER, RISK MANAGEMENT SERVICES

SUMMARY OF DUTIES

Reporting to the Deputy City Solicitor, the Manager, Risk Management Services manages and administers programs that protect the physical, financial, human (personnel and public), and intangible (reputation) assets of the City of Hamilton against accidental losses. Responsible for the provision of insurance related services for claims management, adjusting services, insurance procurement, and enterprise risk management for the City of Hamilton, including Hamilton Police Services.

GENERAL DUTIES

Manages and co-ordinates the daily operations and administration of the Risk Management Program by reviewing all aspects of risk management for the City of Hamilton including risk identification, risk assessment, risk control, risk transfer, and risk financing.

Controls and oversees an integrated Risk Management Program for the City of Hamilton that identifies and evaluates all risk financing options. Evaluates the needs for coverages, terms, conditions, limits, retentions; negotiates and places all commercial traditional/non-traditional insurance coverages. Provides actuarial and cost benefit analysis; determines reasoned and appropriate self-insurance retention levels, determines amounts of excess insurance to be purchased; negotiates with brokers and underwriters to secure maximum coverage at minimum cost.

Consistently promotes an enterprise risk management vision of risk awareness to City staff of all levels and the general public.

Negotiates and resolves claims and claims litigation within the authority provided by the Corporate Purchasing Policy. Negotiates and recommends resolutions and/or strategies for claims and claims litigation to senior staff and Council when evaluations exceed position authority.

Represents the City as the client at claims related legal proceedings including mediations, arbitrations, pre-trials, and trials.

Oversees the development of legal documents for insurance and indemnification provisions for the City of Hamilton contracts and agreements.

Manages, monitors, and evaluates relationships with other City departments, divisions, and sections in accordance with service level agreements. Evaluates and updates service level agreements on a regular basis in conjunction with agreement partners.

Negotiates insurance and indemnity terms with vendors, contractors, solicitors, and brokers.

Develops divisional goals, objectives, annual work plans, and long range plans consistent with the corporate strategic plan, vision, and culture.

Administers and monitors the insurance claims reserve and Risk Management Services operating budget in accordance with established corporate and departmental procedures.

Selects, trains, motivates, evaluates, and performance manages Risk Management Services staff in adherence with corporate policy and procedure.

Keeps Risk Management Services staff apprised of relevant corporate issues, including regular discussion of corporate strategic plan, vision, and culture.

Acts as media liaison for the City on risk management issues, including claims and claims litigation, risk management/insurance industry trends, public service spots/announcements, and corporate decisions.

Conducts a variety of organizational and/or operational studies, implements enhancements in the interest of risk control which are compatible with the efficient and economical delivery of services.

Identifies all potential possibilities for accidental loss to the City of Hamilton, evaluates and assesses probability and severity of potential losses; develops, implements and monitors City of Hamilton wide strategies to prevent and minimize losses.

Evaluates and updates financial reserves for outstanding claims.

Assists Accounting Services Section with annual external audit. Responds to all external auditor inquiries regarding insurance reserves and claims payments.

Provides consulting expertise to all City Departments, City Manager, and City Council regarding risk management issues.

Investigates and responds, or oversees response to stakeholder inquiries, concerns, and complaints.

Attends Council and Committee meetings as required. Monitors Council and Committee meetings to stay abreast of potential risk management issues.

Serves as a liaison for the Risk Management Services Division with other Departments, Divisions and outside agencies negotiating and resolving significant and controversial issues.

Serves as representative for corporation for effecting legislative change relative to key risk management issues.

Serves on a variety of Boards, Committees and Commissions and participates in professional group meetings.

Stays current with new trends and innovations in the field of risk management.

Serves on City's Emergency Response Management Team in adherence with the Incident Management System model for activations of the City's Emergency Operations Centre.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Ensures the employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Knowledge of risk management, business administration, public administration normally acquired through the completion of a university degree or an equivalent combination of education and relevant work experience

related to municipal risk management.

2. Experience in a senior risk management capacity with large insurer or corporation (preferably government based) with a progressive supervisory experience.
3. Demonstrated knowledge of Federal, Provincial, and local legislation such as the Municipal Act, the Negligence Act, the Occupier's Liability Act, the Insurance Act, Public Utilities Act.
4. Canadian Risk Management (C.R.M) designation (C.R.M.) or Associate in Risk Management (A.R.M.) designation.
5. Associate of the Insurance Institute of Canada Designation (A.I.I.C.) would be considered an asset.
6. Formal education/training in alternative dispute resolution (A.D.R) would be considered an asset.
7. Excellent working knowledge and understanding of specialized claims management software such as Riskmaster, Colossus and Clear Risk. Proficiency and working knowledge of Microsoft Office applications (Outlook, Word, Excel, Publisher, and Power Point).
8. Independent Adjusters Licence would be considered an asset.
9. Must possess strong organizational and time management skills.
10. Excellent interpersonal skills with ability to deal tactfully and professionally with staff, elected officials and the public. Demonstrated negotiation skills.
11. Strong oral and written communication skills.
12. Previous municipal and automobile insurance experience.
13. Provision of a car by the individual for use on the job.
14. Possess a valid Class "G" Driver's License.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.