

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(LEGAL SERVICES DIVISION – RISK MANAGEMENT SECTION - LOCATION – 21 KING ST. W., 12th FLOOR)

RISK MANAGEMENT ANALYST

SUMMARY OF DUTIES

Under the direction of the Corporate Risk Compliance Officer, the Risk Management Analyst shall be responsible for the continual evaluation of existing loss control activities. This will include the responsibility for obtaining and examining statistical data from the RiskMaster system, designing, recommending, implementing and co-ordinating new initiatives for the development and implementation of future loss control activities that support the objectives of responsible risk management.

Further responsibilities will include the development and maintenance of divisional operating procedures, the management of advanced claims, risk identification, risk assessment and loss control processes, loss analysis, statistical reporting and budget implications arising from the above activities that will ultimately lead to improved performance, effectiveness and efficiency in City wide operating departments, including the RMS Division, all of which will result in the strengthening of the City's financial position.

Activities will bring a "best practices" approach with a strong emphasis on customer service to all duties, activities, and special development projects undertaken. These projects will require strong analytical and written and oral communication skills to successfully implement the loss control initiatives throughout various City departments.

GENERAL DUTIES

Complete audits of loss data and create loss profiles to identify and enable the development of loss reduction strategies. This will include the monitoring of claims severity, frequency and volume.

Develop and implement risk management strategies (identification, assessment, and control) with various departments to meet divisional and/or departmental objectives of loss reduction or prevention.

Develop, implement and maintain RMSD policies and procedures.

Assist the Co-ordinator in the development of Loss/Risk Control seminars with various departments to promote Risk Management objectives.

Update and monitor the effectiveness of programs and compliance with implemented policy and procedures.

Monitor the progress of loss control recommendations to ensure loss prevention programs are operating effectively.

Participate on cross-departmental teams and regularly act as a corporate advocate in discussions regarding the development of policy issues from a risk management perspective.

Develop project organizational structures and timetables to ensure timely preparation and completion of all tasks.

Develop, recommend and maintain claim service provider operating procedures. Including claim handling directives, notification guidelines, reserving negotiation/settlement authorities and compliance with City policies.

Prepare reports on claim settlement values, reserves, and associated investigative processes and develop and recommend policy as may be required.

Respond to requests for risk management or claims information or data that requires research or non-routine responses.

Participate in professional associations, attend various meetings, seminars, and workshops to obtain and exchange beneficial information regarding risk management and insurance.

Perform such other duties from time to time as may be assigned by the Manager of RMS that are directly related to the normal job function.

QUALIFICATIONS

1. Progressively responsible risk management work experience directly related to the listed job duties normally acquired through the completion of a University Degree in Business Administration or a combination of education and related risk management work experience.
2. Associate in Risk Management (ARM or CRM designation) would be considered an asset.
3. Associate of the Insurance Institute of Canada (AIIC designation) would be considered an asset.
4. Superior working knowledge of property and casualty insurance..
5. Highly developed oral and written communication skills. These skills will be utilized constantly with daily customer or client department contact and will require an ability to provide concise information, compose letters, articles and reports in both a simple or technical manner. Given the need to develop policies, training programs and project development, strong organizational skills would be of benefit.
6. Legal training or background would be considered an asset.
7. Experience in a computerized environment. Working knowledge in Word, Excel, database software and Power Point.
8. Must possess a Class G driver's licence.
9. Provision of a vehicle for business use.
10. Willing and able to provide a police clearance check.

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