

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(FINANCIAL SERVICES & CORPORATE CONTROLLER DIVISION – RISK MANAGEMENT SECTION –
LOCATION – 21 KING STREET WEST)

RISK MANAGEMENT ASSISTANT

SUMMARY OF DUTIES

Reporting to the Manager, Risk Management Services (RMS), the Risk Management Assistant will provide administrative support in a confidential claims and insurance environment, including the co-ordination of administrative activities inside and outside the RMS office, responding to all forms of public and internal inquiries, and tracking progress of outstanding issues. The Risk Management Assistant will handle multiple assignments simultaneously with a minimum of supervision and carry primary responsibility for ensuring office adherence to RMS policies and procedures.

GENERAL DUTIES

Provide direct administrative/clerical support to the RMS Manager and RMS office in a prompt, effective, and confidential manner.

Receive and answer inquiries from the public, staff, elected officials, other departments, lawyers, and insurance company representatives.

Primary monitoring responsibility for the RMS general inquiry telephone line and RMS general inquiry e-mail address.

Inputs electronic data into confidential Riskmaster claims system in accordance with office procedure.

Document and maintain confidential hard claims files, RMS electronic claims system, insurance policies, and other historical information to ensure that complete and accurate records are available.

Primary responsibility for hard file storage, including interaction with City central storage facility.

Maintain and ensure the timely processing of cheque requisitions.

Schedule appointments, arrange meetings, book facilities, organize the delivery of presentation equipment, and prepare necessary documentation for RMS staff.

Taking minutes at meetings.

Maintenance of RMS policies and procedures manual.

Assist with certificate of insurance monitoring program as required.

Assist with compiling information for insurance renewal or other underwriting applications as required.

Office Administration including mail processing, photocopying, scanning, ordering supplies, filing, etc.

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

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

QUALIFICATIONS

1. Experience in a computerized business office environment. Working knowledge of Word, Excel, PowerPoint, Outlook, and database software programs. In the absence of experience, the completion of an Office Administration Program or equivalent education will be considered.
2. Familiarity with general insurance terms and theory would be preferred.
3. Familiarity with pertinent provincial legislation such as the Municipal Act, Negligence Act, Highway Traffic Act, and Insurance Act. Familiarity with general insurance and legal terms.
4. Experience in a computerized environment. Working knowledge of Word, Excel, PowerPoint, Outlook, and database software programs.
5. Must relate to internal contacts, the community and outside agencies in a courteous and helpful manner.
6. Demonstrated ability to work independently and effectively on multiple assignments simultaneously.
7. Possess initiative and good judgment, and the ability to maintain confidentiality.
8. Possess excellent verbal and written communication skills and the ability to work in a team environment.
9. Demonstrated ability to maintain confidentiality.
10. Ability to respond to inquiries from the public, staff, elected officials, other departments, lawyers, and insurance company representatives in a courteous and helpful manner utilizing strong verbal and communications skills.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
