

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

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

SUPERVISOR, CLAIMS ADMINISTRATION

SUMMARY OF DUTIES

Under the direction of the Manager, Risk Management Services, the Supervisor Claims Administration will directly oversee the claims investigation and resolution program.

GENERAL DUTIES

Supervision and performance evaluation of three Claims Representatives.

Oversee the claims investigation and resolution program, providing advice and direction to the Claims Representatives, and contracted adjusters, and directly handling complex or significant claims files.

Attendance as client representative for the City at claims litigation, mediation, and arbitration proceedings.

Responsible for high level communication with legal counsel, City insurers, and re-insurers on all types of property and casualty claims.

Provide input to the Risk Manager and Corporate Risk Compliance Officer when requested relative to the development, maintenance, and evaluation of performance and service level agreements.

Primary Risk Management lead for the provision of recommendations and opinions regarding claim settlements to Senior staff and Council.

Serve as designate, including an on-call requirement and acquiring the necessary training, to the Risk Manager as the Risk Management representative for the City's Emergency Control Group.

Be on call during off work hours to attend to urgent matters, catastrophic incidents and other City emergencies other than those where the City's Emergency Control Group is convened.

Assist the Corporate Risk Compliance Officer and Risk Manager when requested relative to the monitoring and evaluation corporate department loss control initiatives.

Occasional participation at the request of the Corporate Risk Compliance Officer or the Risk Manager in the City's Risk Management Committee (RMC) program in evaluating significant Corporate risk management issues and developing methods to manage these issue in conjunction with the Corporate risk appetite.

Assist the Corporate Risk Compliance Officer when necessary in the completion of field inspections at various construction sites, plants and facilities for the purpose of analyzing risks, hazards, exposures, or claims in order to enhance loss control and loss prevention.

Assist the Corporate Risk Compliance Officer and Risk Manager when requested with the Development and preparation of an informational newsletter for distribution.

Assist the Risk Manager in the development of the RMS budget.

Assist the Risk Manager and other designated staff with ensuring the integrity and maintenance of RMS software (RiskMaster) data base and system reports.

In consultation with the Manager of RMS and various user department staff, develop and maintain a Corporate Risk Management Manual.

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

Assist the Risk Manager and Corporate Risk Compliance Officer when requested with the management of risk transfer levels and the acquisition of insurance policies and insurance coverage to protect the physical and financial assets of the Corporation and maintain the committed and uncommitted claims reserves (liabilities) as required.

Assist the Corporate Risk Compliance Officer and Risk Manager when requested in negotiation with agents, brokers, and insurance companies with respect to insurance premiums, terms and conditions of all property and liability insurance contracts and renewals, and modifications as required.

Assist the Corporate Risk Compliance Officer and Risk Manager when requested in the preparation and provision of manuscript wordings required for all major contracts and agreements that may be entered into by the City (user departments and Legal Services) to fully protect the Corporate interests and limit Corporate liability.

Assist the Corporate Risk Compliance Officer and Risk Manager to prepare, review and monitor standard insurance wordings contained within standard contract specifications to ensure current requirements of the Corporations are met.

Assist the Corporate Risk Compliance Officer and Risk Manager in determining fiscal self-insurance retention levels annually and amount of excess insurance to be purchased annually.

Conduct departmental procedural audits as required and report to the Manager of RMS.

Assist the Risk Manager and Finance staff in analyzing and developing departmental budget charge back allocations.

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.

Prepare clear and concise administrative reports for senior management, Committees of Council, and Council.

Attend Council and Committee meetings as required.

Respond to and resolve inquiries from the public, employees and elected and appointed officials.

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 Education or a combination of education and related risk management work experience.
2. Associate in Risk Management (ARM) designation (desired) or Canadian Risk Management designation (CRM) (desired) or equivalent experience.
3. Associate of the Insurance Institute of Canada designation (AIIC) or equivalent experience.
4. Must have an extensive and broad working knowledge of insurance, government administration, comprehensive risk management principles, statistical analysis, general budget practices, legal proceedings, supervision and training principles.
5. Experience in a computerized environment. Working knowledge of Word, Excel, database software, Power Point and general computer skills.

6. Must have held a senior position of involvement in risk management activities detailed analysis or activity in the areas of insurance policies, coverages, terms and conditions, premiums, loss statistics, loss prevention, finance, insurance law and insurance related contract law.
7. Excellent interpersonal skills and be able to communicate effectively orally and in writing with all levels.
8. Extensive report writing experience is necessary.
9. Must possess a Class "G" driver's license and provide own vehicle for use on the job.
10. Must be able to maintain a high level of confidentiality.
11. 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.