

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(LEGAL SERVICES DIVISION – RISK MANAGEMENT SECTION - LOCATION – 50 MAIN ST. E.)**

CORPORATE RISK COMPLIANCE OFFICER

SUMMARY OF DUTIES

Reporting to the Manager, Risk Management Services, responsible for identifying and monitoring the physical and financial assets, resources, and liabilities of the Corporation. Evaluate significant corporate risk management issues and develop methods to mitigate the effect of these issues on the Corporation. Establish, implement and manage short and long-range organizational goals, objectives, policies and procedures for the Risk Management section. Provide leadership and direction in all areas of risk assessment (including both insurable and non insurable risks), loss control and safety programs. Manage risk transfer mechanisms (such as insurance and contract language). Develop, implement, direct, and administer a City wide Enterprise Risk Management Program (ERM)

GENERAL DUTIES

Provide commentary and opinions regarding applicability of insurance coverages, corporate policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

ENTERPRISE RISK MANAGEMENT (ERM)

- Drive and maintain the City's ERM process across the organization.
- Develop and/or enhance the City's risk management processes, tools and templates; facilitate the identification, assessment and reporting of risks across the City's corporate structure.
- Develop and maintain risk monitoring and reporting structures, including reporting dashboards, risk registers, templates, and other supporting documentation.
- Provide risk management expertise and support to senior leaders, managers, and front line staff.
- Ensure that risk reporting aligns with organizational objectives and strategies.
- Enhance risk management awareness and capabilities across the organization.
- Support senior leaders to drive a risk culture across the organization and ensure the effective operation of enterprise risk management.
- Identify and analyze sector trends to continuously improve the City's risk management approach, including the identification of gaps in processes and capabilities.

LOSS CONTROL

Identify potential possibilities for:

- Accidental loss to the City.
- Evaluating and assessing the probability and severity of potential future losses.
- Developing, implementing and monitoring City wide strategies to prevent and minimize potential losses.

Promote an active Enterprise Wide Risk Management program to facilitate Loss Control strategies through the implementation of Operational Risk Management Committees. RMS to act as Co-Chair and attend at regularly scheduled meetings with City departments to provide an overview of their respective claims experience, to recommend methods to reduce claims frequency and severity, and to monitor strategies where implemented.

Provide claims reports to Senior Management (quarterly) and Council (annual update).

RISK TRANSFER

Responsible for the management of risk transfer mechanisms. Develop, implement, direct and administer the City's risk-financing program to protect the physical and financial assets of the Corporation by evaluating all risk financing options which shall include:

- Identifying needs for insurance coverages, terms and conditions, limits and retention levels.
- Negotiation and placement of all commercial /non traditional insurance coverages.
- Negotiate with brokers and underwriters to secure the maximum coverages at minimum cost.
- Provide actuarial and cost benefit analysis as required.
- Determine fiscal self-insurance retention levels annually and amount of excess insurance to be purchased annually.

POLICIES AND PROCEDURES

Develop and maintain current, comprehensive corporate policies and procedures to ensure a consistent approach and application of risk management and insurance programs to the various Corporate entities and user departments.

Draft policies and procedures as required by corporate or legislative changes.

Amend policies and procedures where necessary to address changes in circumstances and conditions.

Conduct a variety of organizational & operational studies and/or investigations related to Corporate risk management.

Serve as requested on Committees to evaluate significant Corporate risk management issues and develop methods to impact on the effect of these issues on the Corporation.

RISK TRANSFER: INSURANCE AND CONTRACT ADMINISTRATION

Prepare and provide user departments and legal services with manuscript wordings required for contracts and agreements that may be entered into by the City from time to time to fully protect the Corporate interests and limit Corporate liability.

Prepare, review and monitor agreements/contracts for language affecting risk management and loss control considerations to ensure current requirements of the Corporations are met.

Review complex proofs of insurance provided by external parties to ensure compliance with City standards.

Obtain and provide user departments with proof of insurance that may be required from time to time arising from departmental activities or operations.

RISK TRANSFER: PROPERTY/LIABILITY INSURANCE PROGRAM

Negotiate 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. Prepare report to senior management and council to obtain appropriate approvals

Supervise underwriting submission to insurers for annual insurance renewal.

Analyze existing policy wording for coverage, endorsements and exclusions

Develop implement and monitor Insurance Broker of Record multi year service contract.

SUPERVISORY

Direct Reports:

- Claims Representative
- Claims Analysts

Select, hire, train, motivate and evaluate RMS staff.

Implement discipline and termination procedures where appropriate.

Provide and coordinate staff training and ensure continuing education for all RMS staff.

Monitor staff absenteeism and motivation.

Administer Performance Appraisals.

Meet with City staff to identify and resolve problems.

Assign work activities, projects and programs to Risk Management staff.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures for RMS.

Monitor and administer RMS workflow, workload, administrative & support systems and internal reporting relationships.

Review and evaluate work production, methods and procedures within RMS and implement changes where indicated to improve efficiencies and address deficiencies.

WORKPLAN/AUDIT

Assist the Manager of RMW in the preparation of the annual RMS Workplan and audit implementation.
Conduct RMS departmental procedural audits as required.

BUDGET

Assist the Manager of RMS in the development and administration of the sectional program budget (total estimated \$12-\$15 Million annually) including cost analysis for;

Forecasting budget items including

- Insurance premium costs
- Self-retention costs

Identifying and calculating budget items for;

- consultant fees
- inspection fees
- broker fees
- staffing requirements
- equipment

Direct and approve the monitoring and payment of RMS expenditures in accordance with the Corporate Purchasing Policy.

Provide information for the insurance budgets as requested, communicate the budgets to management.

Assist in analyzing and developing departmental budget charge back allocations.

CLAIMS ADMINISTRATION

Review and consult on large losses.

Manage and track data including trending of losses, potential exposures, analysis of patterns, and analysis of incurred costs.

Maintain close contact with City's insurer to monitor the insurer's reserves for large losses to ensure accuracy.

Create and maintain Policies & Procedures for reporting losses to insurer that meet their reporting requirements.

LIAISON

First point of contact with insurance brokers, insurers and consultants on risk management matters.

Serve as a liaison for RMS with other City Departments, divisions, outside agencies, to resolve significant and controversial issues

WORKSHOPS/TRAINING

Design and delivery of internal and external workshops and training sessions on specific program issues leading to the achievement of the goals and objectives of RMS.

PROFESSIONAL

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

Keep current of insurance market conditions and legislative changes affecting risk management.

Serve on a variety of Boards, Committees, Commissions and Organizations including;

- Be an active member in Professional Risk Management Organizations.
- Attending and participating in professional group meetings.
- Attending and participating in seminars, conferences and workshops relating to risk management.
- Staying abreast of new trends and innovations in the field of risk management.
- Representing the City on risk management related issues.

OTHER

Prepare clear and concise administrative reports for senior management.

Attend Council and Committee meetings as required.

Be on call during off work hours to attend to urgent matters, catastrophic incidents and other City emergencies.

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, PowerPoint 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. Must possess a Class "G" driver's license and provide own vehicle for use on the job.

NOTE 1:

Attendance at some evening meetings may be required.

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