



Classification Description

Job Title: Director, Risk Management

Pay Grade: Administrator

Job Code: 3964

FLSA Status: Exempt

Job Purpose

This is a highly professional and specialized position in the Office of Operations with College-wide responsibility for risk management including, but not limited to, the administration of insurance, records management, safety management and assessing contractual risk. This is a College administrator on annual contract position.

General Responsibilities

Essential Functions

Responsible for the leadership, innovation, governance, and management necessary to identify, evaluate, mitigate, and monitor FSW's operational and strategic risk. Establishes the Enterprise Risk Management architecture for the College. Oversees and monitors all operational risk management activities of the organization, including evaluating contractual risk exposure.

Develops, manages, and oversees the day-to-day processes of the College's enterprise risk management program, identifying and assessing exposures that could impede the reputation, safety, security, or financial success of the College. Conducts risk assessments, collects and analyzes documentation, statistics, reports, and market trends that may affect the College. Ensures risks are identified early to mitigate any threat to College resources. Implements the overall risk management process for the organization.

Directs and oversees the daily operations of the Risk Management program to include, but not limited to, timely submission of athletic injuries, international travel claims, allied health claims, intern student accident claims, and property and casualty claims and maintains regular contact with claims representatives on open claims. Reviews all Accident/Incident Reports and claims to determine the College's legal exposure. Works with third party administrator and investigates, gathers evidence, photographs, and interviews witnesses.

Manages completion of the College's numerous insurance applications and renewals of existing policies. Issues premium payments to Florida College System Risk Management Consortium, submits insurance schedule and endorsement change requests to the Consortium and responds to Consortium requests. Works with appropriate departments to submit annual enrollment forms to the Consortium for property, casualty, allied health, professional liability, fine art, cyber risk, camps, athletics, crime, and any other additional insurance coverage the College maintains or acquires. Coordinates College-wide employee training in collaboration with the Campus Police department as it relates to safety and security.

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Prepares loss analyses and budgets, identifies exposures, recommends solutions, implements approved programs, promotes loss prevention, updates and monitors compliance with insurance procedures and develops/manages safety/risk management manuals. Budget administrator of the College's insurance index.

Chairs the College Strategic Risk Committee and acts as the Committee's liaison to administration for identified safety issues.

Serves as College Records Management Liaison Officer and acts as a resource for College-wide records management retention and destruction. Attends Bureau of Archives and Records Management seminars and meetings as needed; coordinates the approval and processing of records destruction with College departments according to Bureau of Archives and Records Management retention schedules; conducts annual records management trainings.

In the event of a disaster, administers FEMA claims including, verifying claims for accuracy, managing claims and submitting all files to the FEMA portal, acts as liaison between the College and FEMA, files all claims for FEMA and other reports as necessary. Works in collaboration with facilities staff to assess, document and report damage to the Florida College Risk Management Consortium, the College's insurance carriers, and FEMA.

Formulates, develops, and coordinates safety and loss control functions of the organization. Designs and directs a program to reduce accidents, occupational illnesses, and exposure to long-term health hazards through safety-training of supervisors and managers. Maintains compliance with governmental regulatory agencies. Responsible for identifying causes of past accidents. Works with sensitive and confidential materials.

Provides assistance on College legal matters.

Provides and maintains cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as needed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Other Job functions:

Maintain positive communication with colleagues and community members by exhibiting professionalism and making positive contributions to workplace morale.

Seeks out professional development opportunities and maintain professional licensure and certifications.

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Attends staff meetings and participates in conferences and other trainings to enhance job performance.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree in Risk Management & Insurance or Business Administration from a regionally accredited institution of higher education.

Minimum eight (8) years of full-time professional work experience in a risk management or insurance-related field AND Florida Adjuster's (620), Florida General Lines Agent (220), Florida Customer Service Representative (214) license, Associate in Risk Management (ARM), Chartered Property & Casualty Underwriter (CPCU), or Associate in Claims (AIC) insurance designation. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office/Excel and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Knowledge of HIPAA, Public Records, Sunshine Law, FERPA, and other laws/regulations related to student and employee privacy, public information, records retention, and insurance.
- Knowledge of medical and technical terminology that may be related to claims handling.
- Ability to work with and lead diverse groups of people and manage projects and activities to successful completion.
- Interact frequently face-to-face, on the telephone, and through letter or memo with employees, students, and members of the community.
- Utilize effective oral and written communication skills in dissemination of information, providing responses, and handling complex issues.
- Assure accuracy in processing and verifying insurance documents, maintaining files and records, and in administering various functions
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational and leadership skills and be detail-oriented.

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- Work effectively with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Approved: July 28, 2021. Revised: March 2, 2023, and May 8, 2023.