



Classification Description

Job Title: Senior Coordinator, Risk and Records Management

Pay Grade: 114

Job Code: 4063

FLSA Status: Exempt

Job Purpose

This specialized position supports the Director of Risk Management within the Office of Operations. Coordinates, manages, and monitors the day-to-day processes of the College's comprehensive risk management and records management programs, identifying and assessing exposures that could impede the reputation, safety, security, or financial success of the College.

General Responsibilities

Essential Functions

Coordinates daily operations for Risk Management to include: timely claim reporting of student athletic injuries, international travel claims, allied health claims, intern student accident claims, and property and casualty claims into the appropriate claims portals; assisting Director of Risk Management in gathering evidence for 1st and 3rd party claims through coordination with other College departments.

Assists in the completion of the College's numerous insurance applications and renewals of existing policies. Assists in issuing 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.

Records management and retention scheduling and disposition per Department of State, Division of Library and Information Services' rules. Attending Bureau of Archives and Records Management seminars and meetings as needed; coordinating the approval and processing of records destruction with other College departments according to Bureau of Archives and Records Management retention schedules; conducting annual records management trainings for College employees.

Coordinates College-wide and departmental-specific employee safety training to reduce accidents, occupational illnesses, and exposure to long-term health hazards. Creates and manages video library for departmental safety training.

SENIOR COORDINATOR, RISK AND RECORDS MANAGEMENT

Assists in conducting risk assessments, collecting and analyzing documentation, statistics, reports, and market trends that may affect the College. Helps ensure risks are identified early to mitigate any threat to College resources. Assist in implementing the overall risk management process for the organization. Drafts risk reports for Director of Risk Management.

Provides proof of College insurance coverage as needed or requested by third parties.

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

Reviews and distributes product recalls to appropriate departments and follows up on appropriate measures to be taken.

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.

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

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 safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Three (3) years full-time work experience in a risk management or insurance-related field.

Florida Adjuster's (620), Florida General Lines Agent (220), Florida Customer Service Representative (214) license, or Associate in Risk Management (ARM) insurance designation. A bachelor's degree in risk management, finance, a business-related field or legal studies may be substituted for licensure or 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.

SENIOR COORDINATOR, RISK AND RECORDS MANAGEMENT

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 skills and be detail-oriented.
- 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.

SENIOR COORDINATOR, RISK AND RECORDS MANAGEMENT

- 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.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: March 7, 2023. Revised: July 1, 2023.