

**Classification Title: Risk Management Supervisor**

FLSA Status: Exempt

**BRIEF DESCRIPTION:** Provides strategic planning, oversight and administration of all Wake County claims for multiple lines of business. Oversees and directs daily management of all Wake County claims in accordance with State laws and policies and procedures and resolutions adopted by the Wake County Board of Commissioners. Claims litigation management as direct by the County Attorney. Researches and analyzes factors and conditions affecting the County’s claims’ and makes recommendations. Oversees functions relating to contracts including negotiation and monitoring contracts related to claims handling. Responsible for OSHA recording and reporting.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Reviews, investigates claims, adjusts, negotiates, and pays County claims within all lines of business. Directs the assignment of claims to third-party administrators and adjustment companies. Monitors and oversees claims progress to ensure that liability and workers’ compensation claims against the County are handled promptly and efficiently.
2	S	Researches issues and potential exposures to set accurate claim reserves. Oversees invoices and payments of invoices. Posts claim costs accurately in the County’s claims system by type of claim related cost. Analyses and recognizes factors and conditions affecting claims costs and responds with appropriate actions.
3	S	Coordinates and meets with Attorneys, Claims Adjusters, and Department Heads to review claims and develops strategies to reduce exposures and monitor claims handling. Prepares and produces documents for adult requests and meets with auditors. Sends notices and updates to excess carriers in accordance with terms and condition of insurance policies and contracts.
4	L	Acts as a liaison between injured County employees and third party administrators. Authorizes medical treatment and coordinates return to work for injured employees. Represents the County as legal proceeds and assists the County Attorney with litigation.

5	S	Responsible for OSHA record keeping, Keeps injury logs current and maintains and updates logs for a five year period. Produces documents to OSHA inspections when requested. Prepares and files annual survey from NCDOL and the Bureau of Labor Statistics.
---	---	--

**CLASSIFICATION REQUIREMENTS:**

CLASSIFICATION REQUIREMENTS	
Education	Bachelor’s degree in Business or related field.
Experience	Five years experience in multi-lines claims management/litigation.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	NC Claims Adjuster’s License and Class C Driver’s license.
Reading	Advanced
Math	Advanced
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than department size.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Communications equipment, recording device, computers, printers and related software.

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors	Other

**PROTECTIVE EQUIPMENT REQUIRED:**

N/A