

RISK MANAGEMENT INSURANCE TECHNICIAN

Job Code	Pay Grade
15828	CL13

Nature of Work

This is technical and semi-professional work administering, coordinating, and supporting Risk Management programs, operations, and applications in a highly automated environment. Tasks include database maintenance, database enhancement, data transfer, and usage standards and procedures to support any combination of risk management support or technical services in Risk Management programs and services, in any combination of safety or claims operations and functions. Work at this level involves analyzing programs and developing improved policies, practices, methods, and procedures. An incumbent in this class performs technical assignments independently and is responsible for problem solving to transition from older policies, procedures, and technology to more efficient and effective operating procedures. Work requires the incumbent to perform technical assignments independently to include researching and formulating recommendations to department supervisors and managers. Duties may require an understanding of risk management policies combined with automated computer applications, in order to apply and adapt software applications to deliver efficient and effective risk management services. Work requires the exercise of considerable independent judgment, attention to detail, and adherence to rigid deadlines. Incumbent refers non-standard situations, controversial, and complex technical problems to a supervisor with recommended courses of action. The position reports to the Bureau Director, Risk Management, a supervisor or designee.

Minimum Qualification Requirements

- 4 years in risk management and/or commercial insurance customer service technical support in an automated data systems environment; or
- Associate's degree with major course work in management information, risk management, finance, public administration, business administration, or related field and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Certified Customer Service Representative, CISR or equivalent designations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Supports and assists managers, supervisors, and other associates in implementing a broad range of risk management technical and administrative tasks.
- Assists and supports Insurance Manager, Risk Management Analyst and/or Director in reviewing insurance certificates, gathering renewal information, and performing first review of County contracts for insurance requirements and risk transfer language for final review by Insurance Manager, Risk Management Analyst or Director.
- Assists with updates of risk management policies; performs and coordinates automation efforts, and explains risk management programs, policies, and procedures taking lead responsibilities for assigned risk management tasks and services.
- Administers Risk Management Information System by conducting in-house systems studies department policies/procedures, and special projects.
- Acts as user contact point for supporting risk management systems problems; trouble shoots, tests, evaluates, analyzes and makes preliminary determinations regarding network related problems, applications or software problems, and guides users through corrective action steps.

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Illustrative Tasks (continued)

- Develops departmental standards, guidelines and procedures for users of risk management systems including intra-department automated systems and records.
- Performs data processing related duties including using available statistical or packaged software programs, encoding data, data entry and retrieval, and routine computer terminal operations or programming/reprogramming.
- Performs administrative support to department operations and personnel as well as provides technical advice in establishing, developing, and implementing risk management administrative policies, procedures, and reports related to regular or special assignments.
- Serves as leader or participates on special projects to install department programs and software relating to designated Risk Management Department programs and services.
- Performs special projects related work as assigned or required.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of automated risk management business operations and procedures.
- Knowledge of basic insurance coverage limits, terms, and conditions used in various public and private sector businesses, procurement, agreements, and contract relationships.
- Knowledge of standard office software applications such as word processing, spreadsheets, email, internet access and data processing.
- Knowledge of database design, data transfer and conversion processes, data formats and properties.
- Knowledge of office automation systems, procedures and methods.
- Skill in using computers with spreadsheet, word processing, database and presentation software and applications.
- Skill in effective written and oral communications, including preparing complex reports, policies and procedures.
- Ability to work independently without close supervision, prioritize daily activities, and coordinate project work.
- Ability to maintain harmonious working relationships with co-workers, agency staff and external contacts, and to work effectively in a professional team environment.
- Ability to conduct research and prepare special reports, correspondence and recommendations, both orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
06/16	Para-Professionals	Classified