

# JOB PROFILE

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*Finance – Finance & Enterprise*

## **Risk Management Analyst**

The successful candidate will assist with the overall daily functions of risk management for the City which includes investigating accident claims, gather evidence, make recommendations for denial/settlement of claims.

**HOURS OF WORK:** 35 hours per week Monday to Friday between the hours of 8:30 am and 4:30 pm.

### **DUTIES:**

- Investigate, analyze and recommend denial or settlement of claim, payment of settlement or deductible of claims.
- Attend incident sites; taking pictures, interview witnesses and report findings.
- Prepare investigation reports, trend reports and incident reports.
- Log all claims received in a database, work with departments to collect relevant data related to claims received.
- Work with adjusters and insurer to resolve claims received.
- Coordinate the gathering of evidence for claims defence from departmental sources & assist outside legal firms.
- Respond to inquiries from the public, city departments and third party insurers.
- Reviews claim incidence with internal departments and provide recommendations to reduce or eliminate severity and/or frequency of future losses.
- Provide regular updates on outstanding claims and legal proceedings
- Analyze and approve contract-related Certificates of Insurance. Maintain log of Certificates approved.
- Work with the insurer to produce Certificates of Insurance requested by the City, for leases, Provincial grants, builder's risk and municipal events. Maintain log of Certificates issued.
- Develop and maintain a database to manage all payments on claims and reserves on claims. Issue cheque requisitions for claim payments.
- Develop and maintain a database to record and track insured values and inspection data for municipal property assets. Create reports as required.
- Develop & maintain a records archiving system, ensuring that appropriate retention & destruction schedules are met.
- Review of incident reports from municipal facilities, identifying potential liability and risk exposures and prepare recommendations for changes for senior management/council.
- Negotiate yearly insurance renewal.
- Develop and present, as required, insurance and risk management training seminars to staff and Council.
- Ongoing review of contracts, special events, lessor/renter program etc. and evaluate risk components relating to new activities.
- Create policies, procedures and forms for use by City staff.
- Other duties as assigned.

### **QUALIFICATIONS:**

- Experience related to the duties listed above, normally acquired through the completion of a University Degree or 3 year College Diploma in a Risk Management, Finance, Business Administration or a related

discipline and considerable experience in risk management and/or insurance adjusting. Candidates with an equivalent combination of education and experience will be considered.

- Ability to analyze and investigate problems, identify alternatives and make recommendations in order to implement procedures and policies.
- Proven analytical and organizational skills with the ability to manage multiple assignments in order to meet deadlines in a very demanding environment.
- Excellent communication skills (both oral and written) with the ability to communicate with all levels of staff and stakeholders.
- Fundamental business mathematics skills and knowledge of general accounting practices.
- Excellent customer service skills with the ability to establish and maintain effective working relationships with a diverse group of stakeholders
- Advanced skills in Microsoft Office (Word, Excel, Access and PowerPoint) and the ability to perform queries on external datasets.
- Ability to maintain strict confidentiality.
- Knowledge of insurance concepts and terminology.
- Experience working with Certificates of Insurance would be an asset.
- Enrolment in /completion of Insurance Institute of Canada programs (e.g. GIE, CIP or FCIP) and/or Canadian Risk Management program courses would be an asset.

**\*THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOBS” PAGE FORCURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR\***