

RISK & SAFETY SPECIALIST

Position Code: 2561

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 349

Location: Human Resources

Approval Date: 2019

General Statement of Duties

This position performs provides support provides professional, administrative, and technical support to the Town's Risk and Safety program. Work is performed under general supervision of the Risk & Safety Manager and is reviewed through observation and review of work completed.

Distinguishing Features of the Class

An employee in this class is responsible for coordinating workers' compensation medical and liability claims from date of injury or loss to claim closure, setting up and maintaining files. The employee does accident reviews at all hours of the day and coordinates the Vehicle Accident Review Committee. Work is performed under the supervisor of the Risk & Safety Manager.

Duties and Responsibilities

The Risk & Safety Specialist ensures Workers' Compensation compliance with federal and state laws, including reporting requirements.

Assist the Risk & Safety Manager in the development and periodic revision of Workers Compensation standards and procedures based on regulatory and internal requirements.

Manage services of Workers' Compensation Third Party Administrators (TPAs), including company and site special service instructions.

Responsible for Workers' Compensation case management/processing, including:

- Relationship building and interacting with team members, such as claims representatives, attorneys, medical providers and facility HR or EHS representatives to effectively manage cases.
- Assisting in developing individual claim strategies and/or plan of action.
- Taking an active role in case investigations, determining realistic exposure and reserves and assistance with negotiating structured settlements.

- Organizing, scheduling and participating in quarterly claim review meetings with all stakeholders.
- Assist with accident investigations and Root Cause Analysis to aid in exposure understanding and future loss reductions.
- Assists in annual internal auditing of all departments, and may assist in various site inspections related to safety and/or loss prevention.

Develop and implement practices to reduce Total Incurred Costs of claims.

Assist employees, supervisors, and other Town employees with claim related insurance matters, first visit authorizations, follow-up, and invoicing.

Develop light duty and return to work protocols, assist sites with implementation.

Support Risk & Safety Manager in annual insurance contract reviews and renewals (Workers' Compensation, Property/Casualty, Auto, General Liability).

Manage data collection and analysis of Workers' Compensation and various insurance claims.

Deliver metrics, reports and cost summaries as needed.

Process and review all insurance claims reported by citizens (auto, property, etc).

Tracks and processes all Risk Management bills for payment.

Assists with ADA compliance.

Completes special projects, attends meetings, attends training, and represents the Safety & Risk Manager as assigned.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Knowledge of both safety and risk management programs.

Knowledge of federal and state law applicable to Workers' Compensation and various insurances, as well as the ability to interpret laws and standards from OSHA, NCDOL, NCIC, and DOT.

Must have excellent interpersonal skills in order to be able to communicate well with all levels of management, including attorneys, medical providers, insurance representatives and injured employees. Maintain confidential information and conversations.

Must have the ability to interface closely with Risk & Safety Manager, Human Resource Director, various Department Heads, and Town Council Leadership.

Must have good computer skills such as Microsoft Word, Excel, PowerPoint and InteleX with the ability to translate data into charts and graphs in order to track trends and budgets in relationship to actual costs.

Comfortable working both independently and as part of a team, and in meeting tight deadlines when dictated by client schedules.

Ability to develop and conduct training programs. Ability to lead and organize Committees.

Ability to inspect work sites, areas, and accidents and make objective reports and findings.

Ability to communicate effectively in oral and written forms.

Possess the ability to interact positively with the public, even under stressful situations.

Ability to compile data and records as required for the Town and maintain confidentiality of such records and files.

Ability to plan and coordinate projects and department related activities.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and do extensive reading.

Minimum Education and Experience

Requires any combination of education and experience equivalent to an Associate's degree in accounting, business, public administration, or a related field and three years of paraprofessional experience in risk management and accounting.