

**CLASS SPECIFICATION**  
**Director, Risk Services**

FLSA Status: Exempt  
EEOC Job Category: Officials and Administrators  
Union Representation: Unrepresented

**GENERAL PURPOSE**

Under policy direction, plans, organizes, controls, integrates and directs the District's comprehensive risk management program, including property and liability insurance; directs and manages a diverse range of District-wide administrative services, including contracts administration, environmental and occupational health and safety, parking and contracted police services; provides expert professional assistance and support to District management and the Board of Trustees on risk management, contracting, environmental/occupational health and safety and other policy and planning matters within areas of assigned responsibility; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single position class is responsible for managing and integrating a diverse program of comprehensive services for the District, including risk management and loss control, insurance, contracts management, environmental and occupational health and safety programs and reporting, parking services, mail and reprographics services, warehouse operations and inventory control and contracted police services. The incumbent is responsible for development of methods and approaches to reduce and mitigate risk/liability exposure and ensure District compliance with federal and state regulations regarding environmental and occupational health and safety. The incumbent is also responsible for planning, developing and implementing the District's comprehensive emergency management program in accordance with the state Emergency Management System and the federal National Incident Management System. Responsibilities and assignments are broad in scope and allow for a high degree of administrative discretion on issues that are complex, interpretive and evaluative in nature.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Risk Services department; with subordinate managers and supervisors, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.

2. Participates with other managers in establishing strategic plans for the District; sets overall management and policy goals and objectives for a department; coordinates department program and policy issues with managers of other departments and/or on a District-wide basis.
3. Plans and evaluates the performance of managers, supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.
4. Provides leadership and works with supervisors and staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices that support the District's mission, strategic goals and core values.
5. With other members of the executive management team, participates in the development and implementation of District strategic and business plans, goals and objectives; leads and directs department staff in the development and application of new processes and technologies to achieve higher efficiency, productivity and customer service in department work processes.
6. Plans, organizes, coordinates and manages comprehensive risk management and loss control programs for the District; manages and directs the investigation and adjudication of a wide range of claims filed against the District; examines and recommends risk management and loss control techniques including the assumption of risk, elimination, reduction and transfer of risk through self-insured programs and the purchase of insurance coverage; works with brokers to determine appropriate types and levels of insurance coverage and optimal costs to the District.
7. Manages and directs administration of the District's Workers' Compensation program; oversees, manages and directs the investigation of accidents and injuries and the evaluation and settlement of claims and appeals; directs development and implementation of safety training and related programs to minimize employee work-related injuries and lost time.
8. Plans, organizes, coordinates and manages the development and administration of environmental and occupational health and safety compliance programs, including the illness and injury prevention program (IIPP); provides leadership to create awareness and promote an environmental health and safety culture; directs action to ensure compliance with safety, health and environmental safety regulations and requirements; oversees development and administration of programs to eliminate environmental hazards; ensures compliance with all mandated state and federal reporting requirements.
9. Plans, develops and implements the District's emergency management programs to ensure compliance with federal, state and local regulations regarding emergency management for public entities; maintains communications with other local emergency managers; trains District administrators, faculty and staff on their roles in the event of an emergency.
10. Through subordinate managers, directs a comprehensive contracts management program to protect the District's interests and ensure compliance with all legal requirements; oversees all phases of contracts development and administration, including formulation, negotiation and administration to

ensure conformance with District requirements; oversees and reviews insurance coverage provisions and documentation on all construction contracts, consulting agreements, leases, purchase agreements and grant contracts to ensure appropriate insurance and indemnification language to protect the District from potential risk exposure and litigation.

11. Through subordinate managers, oversees management of the District warehouse, responsible for receiving, inventory management and distribution of equipment, materials and supplies and for destruction of confidential files; oversees management of District-wide mail and reprographics services to provide timely, high quality services and products to District management and staff; oversees administration of on-campus parking lots and facilities.
12. Through subordinate managers, oversees and directs administration of the District's contract with the Long Beach Police Department for campus security services; oversees and works with staff and Police representatives to ensure on-going operational and emergency requirements are met.
13. Provides expertise, guidance and assistance to staff, senior management, other District personnel and external customers; evaluates problems, issues and needs and provides decisions and recommendations on a wide array of policy and operational matters; oversees development, integration and implementation of new or revised policies, processes, standards and internal controls for the department.
14. Works directly with District-retained attorneys on legal matters related to third-party claims, risk management and other areas of related to assigned program responsibility.
15. Monitors and stays abreast of regulatory and legislative developments impacting District operations, programs and costs; recommends changes to ensure compliance with all legal requirements; analyzes and recommends legislative positions on pending bills which would seriously impact the District and its programs.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices, methods and techniques of developing and administering risk management, emergency management and loss control programs.
2. Practices and procedures for managing, administering, analyzing, adjudicating and litigating claims.
3. Principles and practices of insurance underwriting, safety, security and other loss prevention methods.
4. Federal and state laws and regulations governing risk management, workers' compensation, environmental and occupational health and safety, building and fire regulations, emergency management programs and contracting.
5. Methods of identifying risk exposure, prioritizing risks and investigating and correcting industrial and environmental hazards.

6. Principles and practices of public administration, including budgeting, contracting and maintenance of public records.
7. Methods and techniques for conducting statistical and financial analyses.
8. District functions and associated risk management and environmental/occupational health and safety issues.
9. Principles and practices of sound business communication.
10. Principles and practices of effective management and supervision.
11. District classified human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, direct, manage, coordinate and integrate a diverse range of administrative and District support programs, including risk management, workers' compensation, environmental and occupational health and safety, emergency management, contracts management, mail and reprographics, warehouse/inventory control, parking and campus security, to meet District objectives, professional standards and legal requirements.
2. Define complex management, fiscal, budget and strategic planning issues, perform difficult analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Conduct research of loss prevention and control issues, evaluate alternatives and reach sound conclusions and recommendations for improvement.
4. Understand, interpret, explain and apply federal, state and local policy, law, regulations and court decisions applicable to areas of responsibility.
5. Present proposals and recommendations clearly, logically and persuasively in public meetings.
6. Represent the District effectively in negotiations and other dealings on a variety of difficult, complex, sensitive and confidential issues.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with Board members, all levels of District management, staff, representatives of other governmental agencies, brokers, attorneys and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in finance, business administration, or a closely related

field; and seven years of increasingly responsible professional experience in the administration of comprehensive risk management and loss control programs at least two years of which were in a supervisory or management capacity; or an equivalent combination of training and experience. A Master's degree in a related field is highly desirable. Experience in an academic institution or public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

Desirable certifications:

- Certification as an Associate Risk Manager.
- Certification as a member of the Association of Safety Engineers.
- Certification as a Certified Environmental Manager.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with Board members, all levels of District management, staff, representatives of other governmental agencies, brokers, attorneys and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.