

<b>JOB DESCRIPTION</b>
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Diocese of Orange, Pastoral Center

**Date Prepared:** September 2022

**Date Issued:**

**Date Revised:**

**Approved By:**

**POSITION TITLE:** RISK MANAGEMENT MANAGER (Based on Experience)

**FLSA STATUS:** Exempt

**DEPARTMENT:** Risk Management & Insurance Services

**REPORTS TO:** Director of Administrative Services

**SUPERVISORY RESPONSIBILITY:**

List positions supervised, if any: None.

**INTERNAL/EXTERNAL CONTACTS:**

**Internal:**

Diocesan staff at the Pastoral Center departments. all diocesan sites including parishes, schools, Catholic centers, Catholic cemeteries. Catholic Charities. Orange Catholic Foundation and Diocesan insurance committee members (volunteers)

**External:**

Insurance brokers, Insurance providers, third-party claims administrator service provider, vendors, parishioners and volunteers.

**SUMMARY OVERVIEW:**

The Risk Management Analyst will support the Risk Management and Insurances Services office based at the Christ Cathedral campus, diocesan Pastoral Center in Garden Grove, CA. Under limited supervision, the candidate will be a critical member of the Risk Management and Insurance Services office responsible for monitoring and managing both insurance and risk management duties and responsibilities. A successful candidate will provide high-level support and service to employees across the organization related to insurance needs, workers' compensation and initiative-taking risk management measures. The candidate will primarily communicate with parish and school office business managers, cemetery managers, human resources staff, and school principals while providing great customer service and developing strong collaborative working relationships.

## **ESSENTIAL FUNCTIONS:**

Primary duties and responsibilities:

1. **Workers' Compensation (WC):** Manage the reporting process of employee on-the-job injuries for all diocesan sites. Manage and maintain relationship with the Workers Compensation insurance provider MPN (medical provider network) clinics. Set up new MPN business accounts as needed. Review and update assign local clinics to each diocesan site. Monitor and update open WC claims log and files. Collaborate with claims adjusters and staff to gather necessary claim related information. Communicate claim updates to claims adjusters and related locations/worksites. Collaborate with the Human Resources department and legal counsel on the interactive process. Run and distribute monthly loss reports, keeping management informed of the status of claims. Coordinate quarterly claims review meetings. Manage the annual insurance renewal process, annual WC audit and any OSHA reporting. Coordinate meeting logistics and take minutes. Provide additional clerical support as needed.
2. **Insurance Program:** Oversee the placement of various lines of insurance, taking an active role in reducing cost and risk exposure. Closely collaborate with insurance providers to assist with the reporting process of injury incidents, property damages, and property acquisitions/disposals. Assist with proof of insurance requests (certificates of insurance) and additional insurance needs. Manage compliance requirements to maintain insurance policies in force. Provide guidance on diocesan insurance requirements and guidelines. Work with the Director of Administrative Services on the development of the Insurance Program budget.
3. **Incident Reporting:** Review, acknowledge and file all property, liability, student accident and workers compensation incident reports received from all diocesan locations. Review to verify proper forms are used, properly completed and information is clear and correct. Collaborate with internal and external contacts to coordinate and communicate next steps.
4. **Risk Management:** Communicate diocesan policies, protocols and procedures to enhance awareness across the organization. Actively seek areas of improvement. Function as the diocesan administrator for safety and security online training platform. Assist in scheduling safety property inspections as needed.
5. **Vendor Compliance:** Provide guidance and instructions on vendor compliance guidelines and requirements. Respond to internal and external questions and requests. Function as the liaison between the organization and the third-party vendor management entity. Collect, review and file certificates of insurance.
6. **Risk Management Committee:** Provide administrative support, coordinate meeting logistics including scheduling, room setup, pick-up lunch and take minutes, as well as follow-up on action items.

7. **Administrative Duties:** Effectively respond to routine questions and information requests related to all aspects of incident reporting, insurance coverage, risk evaluation, safety concerns, event planning and vendor compliance. Review invoices, prepare and submit payment requests. Distribute DMV registration renewals for diocesan own vehicles with a copy of the insurance ID card to the appropriate departments for processing. Assist with development of the department's budget, policies and protocols. Perform general administrative functions including collecting mail, answering phone calls, typing correspondences, coping documents/files, setup of claim files, physical folders, labels, mailings, etc.

8. **Provide additional support on other duties as assigned.**

**QUALIFICATIONS & EXPERIENCE REQUIRED:**

- Bachelor's degree in related field (preferred) or equivalent work experience.
- Experience with high-level administrative support, contracts, commercial insurance, risk management and/or brokerage setting.
- Excellent communication, collaboration, organizational and critical thinking skills
- Service focused, ability to work under limited supervision and take initiative.
- Proficient with Microsoft office suite and other software applications a plus
- Knowledge of office setting and equipment

**DESIRED:**

- Bi-lingual in Spanish/Vietnamese
- Knowledge of Catholic institutions and customs
- Driven professional with ability to take initiative, successfully prioritize competing deadlines, and commitment to excellent level of service and support.

**WORK ENVIRONMENT:**

<b>Typical Working Conditions:</b>	Office environment
<b>Equipment Used:</b>	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.
<b>Essential Physical Tasks:</b>	Verbal communication, movement around office, remain stationary, reach, and occasionally carry materials as needed weighing up to 30 lbs.