

JOB FAMILY CONCEPT

This family consists of five levels of Risk Management work encompassing positions responsible for a wide range of risk management functions. Levels are distinguished based on the complexity of work and scope of responsibility, independence of action including analyzing, interpreting, explaining, and managing the application of risk management practices and theories, level of supervision received, and the degree of autonomy and authority. These positions are distinguished from the other job families by the primary responsibility of protecting university resources, including the safety and health of students, employees, and visitors, university property and programs, and the university's financial resources. by carrying out Risk Management activities, operations, and programs including: claims and insurance administration and risk analysis and mitigation. This family provides expertise and guidance in several areas including:

- Risk Management
- Claims
- Insurance
- Loss Prevention

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Explain, interpret and/or provide guidance on risk management areas to both external and internal constituencies
- Development of operational procedures
- Development, operation and/or maintenance of electronic and hard copy records systems
- Develop and/or comply with a variety of reporting requirements both internal and external
- Interpret medical coding and comply with state laws for processing payments
- Provide consultation and investigation services
- Analyze and determine liability of claims and coverage
- Negotiate and settle claims and litigation
- Interpret, apply, and ensure compliance with federal, state, and local laws, regulations, codes and policies
- Keep abreast of regulatory changes and communicate them to campus community
- Develop, implement, administer, direct and/or support and risk management programs, systems, policies and procedures

- Assess, research and analyze campus loss data, including causes of loss, and direct training/outreach programs and/or loss prevention funding to high-risk areas and/or identify/implement corrective action
- Develop long-term strategic plans
- Develop policies, procedures, regulations, and guidelines
- Evaluate effectiveness of existing programs and identify areas for improvement
- Conduct risk assessment of new and existing programs
- Perform audits to ensure compliance with associated laws and regulations
- Perform complex risk analysis and develop/implement risk mitigation processes
- Review/analyze/establish insurance provisions for contracts and agreements
- Negotiate contract provisions with outside entities
- Supervise staff

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels progress, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions

Level 1

Do Not Use - Grade 75

PCLS: 04621

Non-Exempt

Classification **Discontinued in FY22 following the implementation of a modified job family.*

Level 1

Grade 77

PCLS: 04621

Non-Exempt

Descriptors

Work is performed under general supervision and within established guidelines and procedures. Act as an information specialist and provide general assistance on the course of action needed to accomplish goals. Understand laws, regulations, and general best practices applicable to the types of incoming claims or requests and interpret and verify information. Apply and explain rules, regulations, processes, policies, and procedures. Enter data and review for accuracy. Initiate and prepare routine and/or special reports and correspondence. May have fiscal responsibility.

Knowledge, Skills, and Abilities

Knowledge of a multitude of computer operations, systems, databases, and software programs. Knowledge of risk management or claims or insurance principles, practices, theories and terminology. Skilled in record keeping, office management and accounting procedures. Skilled in providing excellent customer service. Effective oral and written communication skills. Ability to maintain professionalism and tact. Ability to understand and comply with confidentiality laws and general practices. Ability to prioritize work, multi-task and track and file multimedia information. Ability to interpret and apply laws, legal concepts, insurance principles, regulations and policies.

Education and Experience

Associate's degree in a related field, and two years progressively responsible relevant experience (i.e. medical, insurance or claims industry experience), or an equivalent combination of training and experience. Professional licensure or certification may be required.

Level 2

Grade 78

PCLS: 04622

Non-Exempt

Descriptors

Work is performed under intermittent supervision. With assistance and review from supervisor; works on risk management programs and projects that are large in complexity* OR scope*. Monitor, investigate, analyze, and resolve risk management issues. Apply problem solving, research, and analytical skills to ensure compliance with rules, regulations, processes, codes, policies and procedures. Provide special reports to campuses, vendors and risk management communities. Has fiscal responsibility and may lead** as a secondary function. May identify new services, processes, programs and opportunities for improvement. Positions at this level may have limited settlement authority.

Knowledge, Skills, and Abilities

Same as level one, plus: Intermediate knowledge of risk management or claims or insurance principles, practices, theories and terminology. Intermediate knowledge and ability to interpret and apply federal and state laws and regulations, insurance, tort, and contract law. Knowledge of investigative techniques and medical conditions/terminology. Negotiation, problem solving, and analytical skills. Skilled in conflict resolution. Ability to

establish and maintain effective working relationships with individuals and groups and work successfully as a member of a team. Ability to lead**.

Education and Experience

Associate's degree in a related field, and three years progressively responsible relevant experience (i.e. medical, insurance or claims industry experience), or an equivalent combination of training and experience. Professional licensure is required for adjusters. Professional licensure or certification may be required for other functional areas.

Level 3

Grade 80

PCLS: 04623

Exempt

*****Alternate PCLS: 09195**

Descriptors

Work is performed under administrative supervision. Develop, implement and manage risk management programs large in complexity* OR scope*. Investigate, research, and develop loss prevention and cost containment programs, and compile risk assessment reports. Serve as a lead** and/or serve as an expert technician dealing with discrete areas of specialization and/or serve as a project leader. Act as liaison and develop and establish processes for interaction with and training of departments. Positions at this level have greater independence to monitor, evaluate and make appropriate determinations of risk management issues. Perform complex calculations and statistical analysis of risk management data. Interpret, apply and explain rules, regulations, policies and procedures to internal and external constituencies. Perform research and compile special and mandatory reports, surveys, and audit information for a variety of stakeholders. Analyze the need for new processes and programs based on incoming demand from the University and external entities. Has fiscal responsibility and may supervise** as a secondary function. Positions in this level may have a higher settlement authority than Level 3.

Knowledge, Skills, and Abilities

Same as level two, plus: Advanced knowledge of risk management or claims or insurance principles, practices, theories and terminology. Advanced knowledge and ability to interpret and apply federal and state laws and regulations, insurance, tort, and contract law. Advanced knowledge of research and investigative methodology. Advanced knowledge of relational databases and fiscal skills. Advanced analytical and problem solving skills. Ability to supervise** and manage claim reserves and budgets. Ability to collect, interpret data and prepare analytical and technical reports. Ability to

develop and conduct training programs. Ability to analyze complex situations and make sound decisions. Ability to negotiate.

Education and Experience

Bachelor's degree in a related field and three years progressively responsible relevant experience (i.e. risk management or insurance industry experience), or an equivalent combination of training or experience. Professional licensure is required for adjusters. Professional licensure or certification may be required for other functional areas.

Level 4

Grade 82

PCLS: 04624

Exempt

Descriptors

Work is performed under general direction. This is the senior level responsible for multiple risk management programs including planning, developing, and directing programs, operations or projects at the system-wide level. Positions at this level are given large latitude in decision making and make decisions that have a large impact and require significant discretion in decision making. Investigate, research, and develop loss prevention and cost containment programs. Develop training curricula and present information in multiple forums to diverse audiences. Compile risk assessment reports and provide training /outreach to high-risk areas to mitigate risk. Develop long-term strategic plans. Represent the university on claims and risk management issues. Oversee and review audits and mandatory reports. May process multi-line claims (which are unlimited in complexity* AND scope*) including investigation, determination of liability, and settlement. Monitor legal and insurance environments at state and national levels for developments affecting claims and other risk management programs. May supervise and lead employees as a secondary function.

Knowledge, Skills, and Abilities

Same as level three, plus: Expert knowledge of claims, risk management, and insurance principles, policies and terminology. Expert knowledge and ability to interpret and apply federal and state laws and regulations specific to this professional field as well as those that impact higher education in general, insurance laws, tort, and contract law. Program management and development skills. Ability to develop and recommend change. Ability to develop and manage budgets. Ability to develop, implement, assess and administer policies, procedures and strategies.

Education and Experience

Bachelor's degree in business administration, risk management, or other related field, and five years progressively responsible relevant experience (i.e. risk management or insurance industry experience), or an equivalent combination of training or experience. Master's degree preferred.

Professional licensure is required for adjusters. Professional licensure or certification (AIC, ARM, CPCU, CRM) is preferred and may be required for other functional areas.

Level 5

Grade 83

PCLS: 04625

Exempt

Descriptors

Work is performed under administrative direction. Direct diverse claims, risk management and emergency management programs and budgets that are moderate in complexity* AND scope* which are mission critical system-wide. Act as a sounding board for unit executive management, and provide advice on industry trends and best practices.

Monitor claim reserves and provide special reporting to key internal and external stakeholders. Perform advanced claims functions including Claim handling investigation and determination of liability. Process multi-line claims (which are unlimited in complexity* AND scope*) including investigation, determination of liability, and settlement. Monitor legal and insurance environments at state and national levels for developments affecting claims and other risk management programs. Responsible for establishing procedures and policies. Negotiate partnerships, agreements and contracts with external vendor services. Assess operations, identify program criteria, improvements, and enhancements and develop and recommend appropriate approaches to management. This level is distinguished from the lower levels by the significance of serving as a sounding board for executive management, and the responsibility for independently developing, recommending and creating new programs and policies free from supervisor's review. Supervise** employees assisting in administration of the project or program. Manage and administer budgets.

Knowledge, Skills, and Abilities

Same as level four, plus: Knowledge of legal principles, contract law, specific case law and other applicable state and federal law including ADA, HIPAA, FMLA, and OSHA. Liability Claims require negotiation and settlement with adverse parties. Knowledge of adjusting procedures, insurance principles & policies, investigative D techniques,

workers' compensation statutes, state insurance and claims regulations and other applicable state and federal laws. Public administration skills. Ability to develop and initiate sound recommendations to executive management. Ability to recommend process improvements. Ability to create and implement effective long range and strategic plans. Ability to develop and recommend programs/projects.

Education and Experience

Master's degree in business administration, risk management, or other related field, and five years progressively responsible relevant experience (i.e. risk management, or insurance industry experience), or an equivalent combination of training or experience.

Professional licensure is required for adjusters. Professional licensure or certification (AIC, ARM, CPCU, CRM) is preferred and may be required for other functional areas.

* **Complexity:** Refers to the higher level of knowledge, understanding, and ability to interpret and apply a diversity of laws, rules and regulations (e.g. State and University regulations, Worker's Compensation, ADA, FMLA, HIPAA, OSHA, Insurance Policies, Rule 82, Alaska Administrative Codes, case, contract, tort law, Alaska Unfair Claims Settlement Acts) as well as complex theories and best practices required for competency in the field. Complexity of the job increases as the need for application, interpretation, and frequency of working with these rules and regulations increases.

* **Scope:** Refers to the impact that a unit has on the organization, either budgetary, authority, or operational. Projects may involve or impact the organization at the department, program, MAU, or the system-wide level. As scope increases, projects may impact the organization at a higher or broader level or have a greater impact.

** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in the assigned area of responsibility.

** **Supervise:** Hire, train, evaluate performance and initiate corrective action.

*** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.