



Job Title	Risk Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	6	Job Code	18310

Class Specification – Risk Supervisor

Summary Statement:

The purpose of this position is to supervise the work of the staff responsible for investigating liability and workers compensation claims against the City of Colorado Springs and its enterprises; providing operational and administrative oversight to the Occupational Health Clinic, ensuring compliance with excess insurance requirements; and compliance with state reporting requirements. This is accomplished by planning, prioritizing, assigning, supervising, reviewing, and participating in the work of the staff and serving as a liaison between staff, health care providers, the Safety team and claims adjusters. Provide technical expertise, monitor work activities to ensure compliance with field authorities, the blood borne pathogens and infectious disease program, claim procedures, and establish policies and procedures.

Essential Functions

Note: Regular and predictable attendance is an essential function in the performance of this job.

Time %
(All below must add to 100%)

Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.

30%

Identifies resource needs and allocates resources accordingly. Oversees the budget preparation process by utilizing administrative guidelines, overseeing the purchase of equipment, supplies, and training to ensure budget compliance. Assists in marketing programs; identifies and maintains a professional working relationship with all internal and external customers; and maintains on-site medical records administration to ensure compliance with all state and federal regulations. Works with providers to coordinate an overall treatment plan to ensure cost containment and best medical care while meeting state and other regulatory guidelines.

25%

Provides oversight and direction in the more technical and complex aspects of the work including providing new employee drug screening, delivery of patient services, oversight of clinic operations, claims investigations, subrogation, third party recoveries, and resolution of complex claims. Reviews claim files to ensure compliance with statutes, rules, policies, and guidelines.

20%

Supervise staff by hiring, promotion, assigning, counseling and disciplining employees,



Job Title	Risk Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	6	Job Code	18310

	trains and evaluates staff performance; responds to requests and inquiries from departments and the general public; and remains current in the requirements of mandatory reporting. Manages daily operations, workflow and work schedules to ensure efficient and effective staff performance. Coach and provide feedback to staff on an ongoing basis. Leads and participates in the development and administrations of program goals, objectives and procedures.
25%	Maintains written policies, procedures and programs, stays current on and complies with regulatory, procedural, policy and licensing requirements. Collaborate with internal and external stakeholders to support program development and maintenance of established program goals and policies.

Competencies Required:
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes



Job Title	Risk Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	6	Job Code	18310

organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in Business Administration, Human Resources, nursing, workplace safety or a related field.

Experience: Three years of full-time clinical nursing experience, workplace safety or professional experience in Human Resources including two years of supervisory experience.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.



Job Title	Risk Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	6	Job Code	18310

Fiscal Responsibility:

This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:

Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Several Times per Week
Wetness and Humidity	Several Times per Month
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, standard office equipment, and medical equipment.

Specialized Computer Equipment and Software: Microsoft Office and electronic health record software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: January 2105