

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE: RISK TECHNICIAN**

**DEPARTMENT: RISK MANAGEMENT**

**BASIC FUNCTION:**

Under general supervision, the Risk Technician performs a variety of technical and paraprofessional duties in support of the Risk Management division. Performs work that provides citywide staff administration support and may be confidential in nature. Assists administrative and analytical personnel in researching, compiling and reviewing information.

**DISTINGUISHING CHARACTERISTICS:**

Positions at this level perform a variety of skilled administrative duties and have both analytical and specialized, technical responsibilities. The Risk Technician performs technical non-clerical work or program administration work within established policy and procedure guidelines.

The Risk Technician is distinguished from journey level clerical classifications in that the duties of Risk Technician are technical and paraprofessional in nature and require greater knowledge and judgment.

**KEY RESPONSIBILITIES:**

Develop, coordinate, and implement program activities in support of the Risk Management department.

Ensure areas of responsibility are in compliance with Risk Management and advise Risk Manager accordingly.

Interpret, analyze and determine compliance or acceptance of information and materials for the Risk Management division.

Prepare technical documents related to program activities and respond to requests for documentation related to Risk Management.

Review and verify documents related to department activities including budgets, grants, claims, public information, legislation, risk, and/or other related information.

Manage loss recoveries; coordinate with city departments and outside entities to recover city property damage losses.

Research, compile and assemble data; assist in conducting surveys and studies; recommend and implement procedures, guidelines and processes.

Prepare statistical and narrative reports, presentations, general and technical correspondence; develop forms, tracking systems, databases and spreadsheets.

Resolve difficult or sensitive customer service inquiries or problems; respond to inquiries from employees and the public.

Prepare and process administrative documents, such as personnel actions, requisitions, and contracts; prepare documents for personnel, purchasing, fiscal, and project or program areas; maintains a variety of records and files.

Other related duties may also be performed.

### **QUALIFICATIONS:**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

#### **Knowledge of:**

- Principles and practices of administration and Risk Management including, but not limited to, claims, legislation, public information, budget, grants, and personnel.
- Research methods and techniques.
- English usage, spelling, punctuation and grammar; and basic mathematical calculations.
- Computer software, including word processing, database, spreadsheet and accounting applications. Modern office procedures, methods and computer equipment.

#### **Ability to:**

- Organize work and meet deadlines while working independently.
- Review budget submissions and revisions for mathematical and accounting accuracy.
- Obtain information through interviews, handle multiple project assignments, and deal with the public professionally.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform difficult technical and administrative work involving the use of independent judgment, initiative and accuracy. Exercise discretion and judgment in resolving problems.

### **EXPERIENCE AND EDUCATION:**

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Associate's Degree and two years of related Risk Management, occupational safety, or claims adjustment work experience or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**PHYSICAL STANDARDS:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

DATE APPROVED: Nov. 18, 2014