**POSITION PROFILE**

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| **Position Title:** | | **Manager III- Risk Management** | | | | | | | | | **Job Code: L421** |
| **Reports To:** | | Senior Director Risk Management | | | | | | | | | |
| **Corporate Function/Subsidiary:** | | **Corporate** | | | | | | | | | |
| **Department/Unit:** | | Risk Management | | | | | | | | | |
| **Direct Reports: No** | | **Number: n/a** | | | | | | **Titles: n/a** | | | |
| **Status: Exempt** | | **Grade: L4R** | | | | | | | | **Management Level:** | |
| **Reason for Job Evaluation:** | **New Position:** | **Change in Current Role:** | | | | | **Other:  *Describe:*** | | | | |
| **PURPOSE** | | | | | | | | | | | |
| The incumbent is responsible for actively managing the life cycle of all reported casualty claims to include workers’ compensation, general liability, and automobile liability. The duties include maintaining third party claim administrator and insurance broker claim advocate relationships. A significant result of the position includes the analyses and recommendations concerning associate and 3rd party injury incident trends to identify possible opportunities for improvement and recommend, develop, and implement effective risk mitigation measures. The role also properly allocates insurance premiums and claim costs across the enterprise. | | | | | | | | | | | |
| **ESSENTIAL RESPONSIBILITIES AND DUTIES** | | | | | | | | | | | |
| **Key Elements** | | | | | | **Description of Outcomes Expected** | | | | | |
| **Strategy Leadership/Management** | | | | | | * Identifies and recommends possible claim mitigation strategies to apply for optimum outcomes * Analyzes claim trends, recommend effective risk control measures to deploy, and manage their successful implementation. | | | | | |
| **Decision Making/Authority** | | | | | | * Leads others to solve complex problems, uses analytical thinking, tools and judgment to identify innovative solutions. | | | | | |
| **Business/Financial Results/Budget** | | | | | | * Interprets internal/external business challenges and recommends best practices to improve products, processes, or services. * Allocates and informs units, on a monthly basis, of their respective insurance costs. Effectively answers questions and creates a sense of confidence with stakeholders. | | | | | |
| **Compliance** | | | | | | * Reviews all initial claim reports to identify any possible inconsistencies or incomplete information for follow up. * Monitors on a regular basis open claims to assure they are progressing to ultimate closure/resolution. * Actively participate in quarterly liability and workers’ compensation claim reviews with third party claim administrators and insurance broker claims advocates. | | | | | |
| **Team Leadership**  **(Direct Reports (Levels), Indirect Repots, Team Development, Individual Development, Succession)** | | | | | | * May lead teams or projects / programs with moderate resource requirements, risk and/or complexity. | | | | | |
| **Relationship Management** | | | | | | * Works closely and collaborates with assigned third party claim administrator and other applicable resources (defense counsel, insurance broker claim advocate, etc.) to achieve positive results in the management of the outstanding claims | | | | | |
| **PERFORMANCE MEASURES** | | | | | | | | | | | |
| May include:   * Budget /Plan * Business stakeholders' satisfaction with programs * Customer Metrics | | | | | | | | | * Objectives/Goals Achieved * Audit Results | | |
| **LEADERSHIP CORE COMPETENCIES** | | | | | | | | | | | |
| **COMPETENCIES** | | | | | **Definitions** | | | | | | |
| **Strategic Leadership & Execution** | | | | | Provides a clear and compelling vision of the business needs for success now and in the future. Sets own goals; ensures others under his/her direction achieve goals aligned with current and future business strategy. | | | | | | |
| **Leading/Managing through High Performance Teaming** | | | | | Embraces and practices teaming where everyone feels ownership, are committed to goals, and take individual and shared accountability for the team’s success. | | | | | | |
| **Building Strategic Working Relationships** | | | | | Develops, maintains, and strengthens partnerships with others inside or outside of the company who can provide information, assistance and support. | | | | | | |
| **Driving for Results** | | | | | Sets challenging goals and objectives with clear purpose, direction, and outcomes and the persistence to see them through in the face of obstacles; generates long-range plans and programs while delivering short-term business results. | | | | | | |
| **Developing Talent** | | | | | Builds talent including self-development. Coaches, mentors and manages employee performance. Attracts, develops and retains top talent for today and the future. | | | | | | |
| **Innovation & Creativity** | | | | | Encourages, evaluates creative solutions to customer and business needs; promotes and rewards creativity, risk taking and challenge of the status quo without judgment. | | | | | | |
| **VALUES** | | | | | | | | | | | |
| **Lean Forward** | | | | We are innovative creators who continually reimagine what’s next. | | | | | | | |
| **Come Together** | | | | We work collaboratively with each other and believe in the power of partnership. | | | | | | | |
| **Stand Up** | | | | We lead by example, own our decisions, and take initiative. | | | | | | | |
| **Do Right** | | | | We value integrity and always do the right thing, especially when no one is looking. | | | | | | | |
| **Think Guest** | | | | The guest experience is at the heart of everything we do. | | | | | | | |
| **POSITION REQUIREMENTS** | | | | | | | | | | | |
| **Education:** | | | * Bachelor’s Degree | | | | | | | | |
| **Certification and Licenses:** | | |  | | | | | | | | |
| **Management Skills:** | | | * Ability to work with internal stakeholders (associates and unit managers), defense attorneys, claim adjusters, and insurance broker claims advocates. * Strong ability to work collaboratively with various stakeholders to seek consensus. * Effective negotiation skills | | | | | | | | |
| **Technical Know-How:** | | | * Knowledge of jurisdictional workers’ compensation statutes, typical litigation procedures, casualty claims adjustment principles, medical management processes, and related medical and legal terms. * Knowledge of practical and prudent risk control or loss prevention measures and techniques | | | | | | | | |
| **Other Requirements:** | | | * Buffalo, New York preferred. Travel 10 15%. | | | | | | | | |
| **ADA REQUIREMENTS** | | | | | | | | | | | |
| **Environment (office or other):** | | | While this position operates in an office environment, this role routinely visits other business locations and must be able to move about with limited fatigue and throughout operations. Must be able to remain in a stationary position for 50% of the time. Constantly operates a computer, mobile device or other office equipment. | | | | | | | | |
| **Equipment Operated:** | | | Computer, Phone. | | | | | | | | |
| **Lifting:** | | |  | | | | | | | | |
| **Sitting:** | | | Must be able to remain in a sitting position for 50% of the time. | | | | | | | | |
| **Stationary or Walking:** | | |  | | | | | | | | |
| * **Management reserves the right to assign or reassign duties and responsibilities on this job at any time.** * **Delaware North is an Equal Opportunity Employer** | | | | | | | | | | | |