

**Position:** Institutional Board Member  
**Name:** Pamela Jeffreys, CPCU, ARM, CRM, CIC and AINS  
**Institution:** The University of Tennessee  
**Title:** Director of Risk Management



**Biography:** Pamela Jeffreys has been the Director of Risk Management for the University of Tennessee System since 2016. In her role, she oversees claims, commercial insurance and risk management services to the staff, faculty, students and the public in support of the University's mission of education, research and public service.

Ms. Jeffreys is a member of URMIA, the National Alliance for Insurance Education and Research, The Institutes Risk and Insurance Knowledge Group and the Chartered Property Casualty Underwriters (CPCU) Society. She serves on several committees at the University of Tennessee, including the Safety Committee, UTK Institutional Compliance Committee, the Student Health Advisory Committee and the Emergency Operations Center Committee.

Ms. Jeffreys earned a Bachelor of Arts in Political Science from the University of Tennessee. She has received the Chartered Property and Casualty Underwriter (CPCU), Associate of Risk Management (ARM), Certified Risk Manager (CRM), Certified Insurance Counselor (CIC) and Associate of Insurance (AINS) designations. She also holds an insurance producer license from the State of Tennessee Department of Commerce and Insurance. Prior to working in higher education, Ms. Jeffreys spent fourteen years as a commercial lines insurance agent with James E. Brown Insurance Agency.

**Please describe your past Risk Management experience and previous involvement with URMIA.** I became an URMIA member in 2016. My first conference was 3 months after I was hired at UT at the 2016 Baltimore Northeastern Regional Conference. I volunteered as a bag stuffer at the 2016 San Diego Annual Conference and bonded with the URMIA staff and members and have stayed active in URMIA ever since. I was honored to be elected to the URMIA Board in 2017.

Other contributions are:

- Speaker "*Social Engineering: Tomorrow Land is Here*" 2017 URMIA Orlando Annual Conference
- Co-Leader at the 2018 URMIA Salt Lake City Annual Conference: Institutional Systems, Large Colleges and University Round Table
- Moderator "*Records Retention and Disclosure: Legal Requirements and Risks*" Boston Annual Conference 2019
- Contributor to URMIA 50<sup>th</sup> Journal. Reviewed 2005 and 2014 journals with submission suggestions for 50<sup>th</sup> Journal edition.
- URMIA Buddy Program mentor at the 2018 and 2019 Annual Conferences

**What leadership skills and talents make you a good candidate?** I am fairly new to the university setting and definitely do not have the skills or talents that some of the seasoned members have, but I am very knowledgeable in insurance, claims and risk management, especially with my 18 years working in the industry. I have a lot of enthusiasm, energy and commitment to URMIA, and I would like to use it to continue my work with the Board to further educational opportunities for newer URMIA members and to increase membership and participation to align with URMIA's strategic goals. I take advantage of all available opportunities to mentor new URMIA members and other new and future risk management professionals in the industry.

**How would you get the membership more active in URMIA?** I would work to get membership more active by reaching out to all universities, including universities that may not have a Risk Management Department, but have employees that play the role of a risk manager, to educate them on the benefits of URMIA and encourage them to join the association.

**Briefly outline your vision for continuing to move URMIA forward.** My vision for URMIA would be to create small statewide URMIA groups and encourage them to have virtual conferences bi-annually to share stories of success and the tools they use to become successful risk managers. In addition, I plan to encourage the larger universities with successful ERM programs to schedule training sessions for universities that need education on how to implement ERM and see how a successful ERM program works. I think it would also be beneficial to work with URMIA and the insurance industry to create a special event quoting system, like TULIP to allow universities to quote special event insurance when vendors require additional insurance other than what the universities have. Finally, I would also work with the URMIA staff to create an URMIA designation for university risk management professionals to obtain.