STAFF ASSISTANT (RISK MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this position is responsible for providing administrative support in implementing procedures for identifying, controlling and monitoring risks, and implementing procedures and training aimed at eliminating, preventing and reducing risk. Responsibility involves administrative support of investigations and reports of incidents or claims, to ensure compliance with County policy and procedures, and with Federal and State regulations. This work includes cases of automobile exposure and coverage issues, comparative negligence application representation and injury analysis. Work is performed under established procedures. Work is performed in and automated systems environment. Supervision is not a regular responsibility of this position, although incumbent may serve in a lead capacity in training new clerical personnel in procedures related to the Risk Management process. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors all auto liability claims regarding County owned vehicles; conducts timely and thorough investigations with regard to coverage and liability; investigates damage as appropriate; negotiates with insurance company representatives with recommendations for proper disposition to the Director of Risk Management;

Coordinates the Subrogation collections for damages to County owned property;

Reviews and evaluates all New York State Department of Motor Vehicle abstracts for compliance with the County's policy to drive a County vehicle or as requested by County departments, and recommends approval or denial status to the Director of Risk Management;

Responds to routine questions regarding risk management related matters as established by the County Risk Management Policy;

Acts as Record Coordinator for the Office of Risk Management with the County Records Center;

Compiles incident data to categorize and monitor trends and identify problem areas;

Responds to routine questions regarding risk management related matters as established by County Risk Management policy;

Maintains complex filing systems, billing systems, cost studies and other related activities to the collection of fees or reimbursement of services;

Reports to supervisors the status of and problems involved with, current activities, and participates in the planning and formulation of solutions to improve upon procedures or alleviate operating problems;

Creates and maintains appropriate numbering system and files for all liability claims;

EXAMPLES OF WORK: (Illustrative Only) (Con't)

May direct, train, evaluate, and assist subordinate clerical personnel;

Answers telephone, responds to request for information and directs inquiries to appropriate staff member;

Opens and screens mail and answers it or routes with background material if necessary;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of automobile claims processing; knowledge of modern account keeping principles and procedures; good knowledge of automated systems used in maintaining various types of records; good knowledge of the County organization as to the various departmental divisions and sub-divisions; good knowledge of the processes involved in the preparation and approval of budget allocations and allocation changes; ability to follow complex instructions; ability to be attentive to considerable detail; ability to compute percentages, cumulative totals, averages and summary statistics; ability to carry out complex oral or written instructions; ability to be discreet in handling confidential information; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; poise in dealing with public officials; tact in dealing with departmental personnel; resourcefulness in reconciling data and working out computation and procedural problems; initiative in carrying carrying work through to completion; thoroughness; accuracy; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and five years of clerical experience, three of which must have involved statistical and financial computations and record keeping using an automated system.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted for each year of the above stated general experience and one year of the specialized experience. There is no substitution for the remaining two years of specialized experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered when evaluating experience.