UNIVERSITY OF SOUTHERN CALIFORNIA

Director, Risk Management

Job Code: 119036

Grade: M
OT Eligible: No
Comp Approval: 7/8/2015

JOB SUMMARY:

Directs the operation and activities of Insurance and Risk Management programs. Negotiates and purchases casualty and property insurance for the university. Designs, implements and monitors loss control programs. Manages all property and liability claims, and oversees litigation management for claims. Has approval authority for medium-sized settlements against the university. Coordinates litigation and recovery strategy between General Counsel's Office and insurance carriers, especially regarding Directors and Officers liability claims. Oversees a hospital and medical malpractice insurance program in concert with the Chief Integration and Risk Officer for Keck Medicine of USC.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

---  ------ Oversees the daily operation of Risk Management. Develops long-term risk management and insurance strategies to align with university risk tolerance and determines short-term objectives. Monitors university system operations to ensure that exposures are kept at acceptable levels and loss prevention programs are developed and implemented.

---  ------ Develops and maintains relationships across the university and health system to aid in the execution of the risk management program, including participating on various committees and task forces as needed. Collaborates with the Chief Integration and Risk Officer for Keck Medicine of USC regarding risk management strategies for the university’s health enterprise, including the professional liability insurance program.

---  ------ Assesses enterprise/business exposures and emerging risks through various means (trend data, claims & litigation experience, industry reports, etc.). Conducts/arranges for regular training on identified risk in concert with other university departments.

---  ------ Directly supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.

---  ------ Oversees onboarding and orientation of new employees to ensure understanding of duties, responsibilities, work requirements and performance standards. Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (including student workers) to meet department business requirements. Authorizes overtime and monitors meal and rest periods for non-exempt employees to ensure compliance with university timekeeping requirements and employment policies. If necessary submits time records on behalf of employees who fail to submit timekeeping records, in order to ensure timely payment.

---  ------ Determines appropriate insurance coverages: markets, negotiates and purchases casualty and property insurance coverages for the university.
Develops and administers the following budget items: insurance, self-insurance retentions, and property. Analyzes variances and provides financial status reports as needed. Develops annual budget projections.

Develops, designs, implements and monitors loss control programs (i.e., defensive driving, premises liability injury reduction, wrongful termination, harassment, discrimination, etc.).

Reviews and approves all small to medium-sized property and casualty claims and settlements. Reviews and assigns claims to third party administrator and/or senior risk analyst for handling, and refers significant pre-litigation claims to Associate General Counsel, Litigation. Hires claim adjusters and investigators. Assists defense counsel in case preparation and settlement posture. Attends Mandatory Settlement Conferences. Monitors case development. Manages the self-insurance funds from which payments are made. Sets case reserves. Coordinates defense and recovery strategies with insurance carriers.

Develops and implements departmental policies for standards, including but not limited to issuance of certificates for insurance and insurance requirements for various relationships with third parties, utilizing required contractual language.

Advises university community on all insurance and liability questions. Reviews and approves special events. Approves/disapproves project implementation or continuation.

Reviews and approves contracts for insurance and indemnification language. Makes recommendations regarding contract revisions.

Directs the development, enhancement and maintenance of information systems to support operations. Ensures that internal systems complement university-wide systems and that information is reconciled on a regular basis.

Stays informed of developments in relevant fields, including legislative trends. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  

Yes  

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.
JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree

Minimum Experience:

7 years

Minimum Field of Expertise:

Insurance or Risk Management experience such as an insurance broker or experience with insurance company with some emphasis on loss control and claims adjusting. ARM or CPCU designation. Five years experience managing third party administrators.

Preferred Education:

Master's degree

Preferred Field of Expertise:

Insurance and Risk Management with University background and/or healthcare background and possess Total Cost of Risk (TCoR) and insurance analysis expertise. Two years claims adjusting; two years as broker or insurance underwriter; two years in loss control; five years in Risk Management. Possess experience with mergers and acquisitions, Enterprise Risk Management, process mapping, TCoR systems and medical malpractice insurance, Cyber Liability expertise and experience.

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Coaching
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Marketing
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Risk management
Staff development
Statistical analysis
Teaching/training

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
Manages through subordinate supervisors.

Supervises: Nature of Work:
Professional/Paraprofessional

SIGNATURES:

Employee: _______________________________  Date: _______________________________

Supervisor: _______________________________  Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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