



SEPTEMBER 2022
FLSA: EXEMPT
CONFIDENTIAL POSITION

RISK CONTROL MANAGER

DEFINITION

Under general direction, conducts analysis of agency level risk factors, and develops and provides risk management policies and procedures to assist Housing Authority projects and programs in addressing and managing risk. Evaluates, manages, monitors and mitigates agency risks in areas including HR, legal, IT, finance, physical, and property and real estate related, including residential, capital improvement and new construction projects; and designs systems to proactively and reactively identify and address risks posed in or to the Agency, its employees and clients. Maintains administrative and fiscal records; acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Administrative Services. Exercises functional direction and training to technical and support staff. May act in a lead or supervisory capacity over various agency Departments or staff when the Director is not available.

CLASS CHARACTERISTICS

This is a single position classification responsible for a wide range of analytical and management tasks and projects serving various departments and programs. The incumbent develops and implements policies and procedures to mitigate risk for a variety of projects and programs across agency departments and functions. The incumbent supports the work of departmental management staff by conducting day-to-day risk management activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical and complex programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the various work units in the agency.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Plans, develops, implements, manages, and evaluates the Authority's risk management program; performs risk assessments to analyze current and potential risks affecting the agency including an analysis of the financial impact when risks occur; and evaluates handling and impact of previous risks.
- Coordinates development of agency-wide procedures and policies; conducts policy and compliance audits; and prepares and presents regular reports on all risk and safety related data.
- Analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements.
- Conducts assessments, analyses, feasibility studies, and evaluations for assigned projects and programs.
- Assists other members of Senior Management with the identification, coordination and tracking of risks posed by each area of the agency; advises departments on risk and liability areas. Assists in developing goals, objectives, policies, procedures, work standards, quality control and administrative control systems, and contingency plans for Housing Authority departments.
- Plans, oversees, and administers complex department-specific programs and projects; may present recommendations to the Housing Authority's Board of Commissioners.
- Conducts investigations into potential or actual risks posed in or to the Agency; and represents the Authority at hearings, mediations and boards of appeal.
- Manages the Authority's insurance and employment practices liability programs; ensures appropriate scope of insurance coverage on policies, manages agency's property and general liability claims, and expedites the settlement of claims; and serves as a member of a third-party liability and a worker's compensation joint power agency.
- Reviews, verifies, and updates each property's Schedule of Value (SOV) including updating certificate holders. Analyzes the premium billings to the properties and ensures accurate billing and budgeting.
- Develops and implements the agency's safety, disaster preparedness, business continuity, and loss control programs; ensures compliance with State and Federal health and safety laws and regulations; conducts site surveys, assesses risk, liability and hazardous material exposure; and conducts Safety and Emergency Preparedness training programs.
- Coordinates and performs professional-level administrative and programmatic work in such areas as risk management reporting, financial administration and reporting, grants, purchasing/procurements/contracts, report development, database management, contract administration, and/or management analysis.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex financial, budget, personnel, operational,

regulatory, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.

- May assist in the development and reporting of alternate funding sources and ensures compliance with Federal, State, and funding agency accounting and reporting requirements and applicable laws, regulations, and professional accounting practices.
- Prepares and submits Housing Authority agenda reports and various other staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Participates on a variety of interdisciplinary committees and commissions and represents the Housing Authority to a variety of community and stakeholder groups.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups and representatives of various organizations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public agency management and government.
- Principles, practices and techniques of a comprehensive enterprise risk and claims management program including but not limited to:
 - State and Federal health and safety, fair housing and housing related laws and regulations;
 - Regulations governing employment practices, worker's compensation and occupational health and safety; market trends and insurance pricing and requirements.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and practices of public administration as applied to operational unit and program administration.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of public agency programs, services, and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of contract administration and evaluation; public agency budget development and administration, and sound financial management policies and procedures.
- Recent and on-going developments, current literature, and sources of information related to risk management operations.
- Record keeping principles and procedures.

- Modern office practices, methods, and computer equipment and applications related to the work, including spreadsheet, database and data analysis software
- Principles of effective employee supervision and motivation.
- Excellent English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and the Housing Authority staff.

Ability to:

- Design, implement and monitor an effective enterprise risk management program; evaluate program and provide comprehensive reports to management
- Assist in the development of goals, objectives, policies, procedures, and work standards for the various agency departments.
- Perform responsible and difficult administrative and analytical work involving the use of independent judgment and personal initiative.
- Lead, plan, and conduct effective management, administrative, fiscal, and operational studies and projects with minimal direction
- Conduct research and formulate recommendations on a wide variety of administrative risk related topics including contract issues, health and safety issues, budget and staffing concerns, and operational alternatives
- Conduct investigations on actual or potential risks; provide appropriate responses, remedies and training to address potential or actual risks; research claims and negotiate appropriate settlements
- Represent the Authority in settlement conferences, mediations and boards of appeal
- Analyze, interpret, summarize, and present administrative, financial, and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the Housing Authority in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct trainings and make effective presentations
- Use English effectively to communicate in person, over the telephone, and in writing
- Establish and maintain a variety of filing, record keeping, and tracking systems

- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Plan, organize, prioritize, assign, review, and evaluate the work of professional, clerical, and technical staff

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in business administration, public administration, risk management, or a related field. A Master's degree (or equivalent) is strongly preferred.
- Plus four (4) years of professional risk management experience including one (1) year of supervisory experience. Enterprise risk management experience, and public, government, or housing related experience is strongly preferred.
- Proficiency in one of the Housing Authority's LEP languages (Spanish, Vietnamese, Chinese or Tagalog) is preferred but not required.

Licenses and Certifications:

- Preferred but not required: Associate in Risk Management (ARM) or comparable certification
- Possession of, or ability to obtain, a valid California driver's license by time of appointment and ability to meet the driving record requirements for coverage under agency's auto liability policy.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Must be able to examine and handle adverse site conditions at properties in the case of fire, flood or other hazards.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.