

# Senior Risk Analyst - Strategy, Innovation and Change (SIC)

## ABOUT STRATEGY, INNOVATION AND CHANGE

Strategy, Innovation and Change (SIC) was created in 2019 to provide support to all Business Services Bureaus in their pursuit of the following goals: 1) deliver excellent customer service, 2) ensure impeccable stewardship of resources, 3) promote long-term financial sustainability, and 4) cultivate a culture of excellence. SIC programs and initiatives include:

- Strategic and business planning
- Performance management
- Project leadership and change management for service improvements
- Identification of opportunities for efficiencies and innovation

Strategy, Innovation and Change (SIC) also provides leadership and support for initiatives that have a widespread impact on agency operations. This includes:

- Transformation projects (system, policy or process changes)
- Risk management
- Emergency management and cost recovery

*SFPUC Risk Management.* Established in 2008, SFPUC Risk Management supports the organization and its stakeholders to identify, mitigate and manage potential risks that can occur during the course of business. Our objective is not to eliminate risk, but to ensure that stakeholders are able to make risk-aware decisions. Service offerings include managing the purchased insurance program for SFPUC, contractual risk transfer advisory services, claims recovery, and administering the SFPUC Enterprise Risk Management program.

## POSITION DESCRIPTION

Under general direction of the SFPUC Risk Manager, the Senior Risk Analyst performs professional level work in Enterprise Risk Management (ERM), insurance, contract review, emergency cost recovery, and management report preparation. The analyst directly supports the SFPUC Risk Manager and as needed, SIC projects.

### Essential Duties:

The following duties are carried out under the direction of the Risk Manager:

#### *Risk Management Duties*

- Support and manage varying aspects of agency-wide risk management, emergency management/cost recovery, and project change efforts

- With minimal guidance, independently conduct detailed and complex reviews of contracts, certificate of insurance, grant and other compliance and policy documents; provide feedback on City insurance requirements and gaps in coverages
- Provide general risk management advice, guidance, and feedback to stakeholders on insurance and compliance issues
- Work on insurance and risk assessments for internal stakeholder departments
- Plan and manage internal budgets and budgets from workorders
- Plan and work with internal team finances such as budgets, budget systems, agreements and contracts when needed
- Coordinate and manage varying insurance policies during the renewal process
- Coordinate in government grant cost recovery (FEMA/Cal OES)
- Assist and manage with the insurance claims process
- Coordinate activities related to workplace health & safety; emergency management/business continuity
- Provide support for the Enterprise Risk Management (ERM) Program
- Manage the Active Risk Manager (ARM) system

#### *Other Duties*

- Prepare or assist in the preparation of a variety of management reports
- Perform analysis for development and administration of competitive bid processes and contractual agreements; monitor professional and service contracts
- Monitor the SIC budget
- Provide administrative level support for the SIC team

Class 1823 Senior Administrative Analyst performs other related duties as required.

#### Special Conditions:

- 1) Knowledge of various types of insurance, insurance regulations, claims processing, examination, adjudication, or adjustment.
- 2) Knowledge of the principles, methods, and tools used for risk assessment and mitigation, including assessment of failures and their consequences.

A successful candidate should possess technical aptitude and experience analyzing, interpreting and facilitating the completion of requirements for insurance, emergency grants or similar programs requiring policy reviews and compliance. They should demonstrate high-level analytical, planning, organizational and presentation skills and abilities; and be able to work independently and in collaboration with others. The candidate should have the ability to distill complex requirements into simple steps and the desire to communicate and educate stakeholders on these processes. They must be resourceful, pay attention to detail, and be able to work effectively and efficiently in a fast-paced environment while maintaining positive working relationships. The ideal candidate should also have an interest in gaining expertise in

the areas of insurance, risk management, and project management.

Performance of essential duties requires use of a personal computer, including word processing, spreadsheet, database, presentation and/or other applications. Candidates are expected to operate and perform at 'advanced-level' in all Microsoft-suite applications. Candidates will also be expected to complete the Associate in Risk Management (ARM) designation within 18-24 months of hire.

### **Desirable Qualifications**

*The stated desirable qualifications may be considered at the end of the selection process when candidates are referred for hiring.*

- Experience analyzing, interpreting and facilitating the completion of requirements for insurance, emergency grants or similar programs requiring policy reviews and compliance for Public and/or governmental entities
- Experience working with insurance brokers
- Experience in working with the Active Risk Manager (ARM) system
- Experience in the insurance renewal process, especially with public entity programs
- Experience in managing the claims process, both for insurance and for FEMA grants
- Experience in governmental budgeting process for insurance premiums and workorders
- Experience in business analysis, focusing on business process change and improvement
- Experience developing management reports and communications
- Experience conducting interviews, observations and other procedures to understand, document and validate processes
- Excellent organization and project management skills, with a strong attention to detail
- Excellent verbal and written communication skills
- Excellent relationship development and interpersonal skills

