

VERMONT LEAGUE OF CITIES & TOWNS

JOB DESCRIPTION

MANAGER, LOSS CONTROL

FLSA Designation: Exempt

Pay Classification: 23

Nature and Scope of Position

A professional management position within the Risk Management Services Department, providing loss control services to member municipalities for a statewide property, casualty, and workers compensation insurance fund, VLCT PACIF. This position directs the daily activities of the Loss Control Division and oversees service delivery and related member-focused programs. Reports to the Deputy Director, Underwriting & Loss Control.

Duties and Responsibilities

- Ensures that loss control prevention strategies are appropriately targeted to key municipal loss drivers by analyzing and evaluating members' loss experience on a regular basis.
- Directly assists a modest number of member municipalities by consulting on the control of loss, identifying significant sources of loss for individual members, and working with members to develop and implement a strategy to help minimize these losses.
- Works with loss control staff to plan identify, develop, and provide detailed training programs for members that focus on key areas of risk, using onsite, virtual, e-learning, and regional training methods.
- Works with loss control consultants to ensure that they are delivering focused, high-quality loss control service to all members.
- Promotes participation in the property, casualty, and workers' compensation fund by meeting with representatives of municipalities (member and non-member) and making presentations about the program, producing written material, newsletter articles, and other materials as directed to further PACIF's mission and the objectives of the Loss Control Division.
- Prepares division program and services budget for recommendation to the Deputy Director, Underwriting & Loss Control. Administers and monitors the budget throughout the year.
- Manages, reviews, directs, guides, evaluates, mentors, and trains loss control staff, while ensuring adherence to service metrics.
- Coordinates with staff, external vendors, and partners to provide loss control-focused training that benefits PACIF members.
- Develops and maintains all division-sponsored resource materials and ensures that such web-based documents are regularly reviewed and updated as needed.
- Prepares quarterly division progress reports that outline key services provided, staff service metrics, and related information.
- Monitors and guides the work of the Loss Control Administrative Assistant.

- Serves as key division communication link, keeping the Deputy Director, Underwriting & Loss Control advised of issues that could significantly impact VLCT, PACIF, or their members.
- Identifies those members that consistently have high loss ratio and/or claims frequency and develops integrated improvement plans with the assistance of the Underwriting and Claims divisions. Implements and monitors progress of those plans.
- Performs other projects and duties as assigned by the Deputy Director, Underwriting & Loss Control.

Requirements of Work

- Excellent communication and interpersonal skills that include the ability to communicate clearly and concisely, both orally and in writing, with various municipal officials, co-workers, and business partners.
- Ability and commitment to deliver top-notch service to all customers in every interaction.
- Thorough knowledge of all Loss Control Division programs as well as the concepts of risk management, risk transfer, and loss control as they relate to governmental risks.
- Thorough knowledge of occupational safety and health regulations, general life safety and property preservation principles, workers' compensation management practices, liability prevention strategies, and FMCSA/DOT Drug and Alcohol testing requirements.
- Thorough knowledge of quasi-governmental activities, programs, policies, and procedures.
- General knowledge of underwriting and claims handling practices and how they related to loss control/risk management operations.
- Ability to prepare a wide variety of clear and concise reports, documents, articles, and other written material.
- Ability to present facts clearly and effectively, both orally and in writing.
- Ability to effectively present loss control and risk management topics orally, before various groups in terms that can be easily understood by most audiences.
- Ability to establish and maintain good working relationships with municipal representatives, staff and service providers.
- Willingness and ability to travel extensively within Vermont and attend evening and weekend meetings as necessary. Occasional out of state travel required.
- Ability to coach, mentor, and assist staff with skill development, and provide them with fair and objective performance feedback.
- Possession and maintenance of a valid State of Vermont driver's license in good standing.
- Ability to work cooperatively and productively with others and serve as resource and information conduit to and from other PACIF divisions.
- Adept at using Microsoft Office, including Word, Excel, Outlook, and PowerPoint. Ability to learn other software tools quickly.

Physical Demands

The following physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Manager, Loss Control position. When possible, reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the Manager, Loss Control position.

While performing the responsibilities of the Manager, Loss Control position, the employee is regularly required to talk and to hear and understand the speech of others. The employee is often required to sit and use their hands and fingers to handle or feel. The employee is often required to travel by automobile between work assignments throughout the State of Vermont and therefore should be properly licensed and be able to operate a motor vehicle. The employee is often required to stand, walk, reach with arms and hands, climb stairs or ladders or into and onto trucks and heavy equipment, to balance, and to stoop, kneel, crouch, or crawl.

Education, Experience and Training

A bachelor's degree in public administration, risk management, engineering, occupational safety & health, or related field or experience equivalent. A minimum of seven to ten years of loss control, safety, or risk management experience and three years of supervisory or management experience required. Extensive knowledge of property, casualty and workers' compensation insurance and risk management techniques is required. Proven ability to train others required. Safety or risk management certification (e.g., CSP and ARM) is desirable. A commitment to attain ARM designation is highly desirable.

Approved TB 5/11/21