

## JOB DESCRIPTION

Diocese of Orange, Pastoral Center

**POSITION TITLE:** Claims Risk Management Manager

**FLSA STATUS:** Exempt (Salary Range: \$90k - \$140k, depending on education, experience and qualifications)

**DEPARTMENT:** Risk Management

**REPORTS TO:** Director of Human Resources

**SUPERVISORY RESPONSIBILITY:**

Risk Management/HR Coordinator. Also works in close coordination with CMG management, service assistant, and RCBO HR team.

**INTERNAL/EXTERNAL CONTACTS:**

**Internal:**

Diocesan staff at the Pastoral Center; all diocesan sites including parishes, schools, Catholic centers, Catholic cemeteries, and the Catholic Charities organization; Orange Catholic Foundation and other diocesan-related foundations and non-profits; diocesan insurance committee members (volunteers).

**External:**

Insurance brokers, insurance providers, third-party claims administrator service providers, third party claimants, outside legal counsel, vendors, parishioners and volunteers.

**SUMMARY OVERVIEW:**

The Claims Risk Management Manager will be responsible for reporting, assessing and assisting with property and casualty claims handling. This person may also adjust property and casualty claims. This person will be responsible for developing, implementing and ensuring compliance with required Risk Management programs throughout the Diocese of Orange. The Claims Risk Management Manager will be responsible for monitoring and managing both insurance and risk management duties and responsibilities. The successful candidate will provide high-level support and service to employees across the organization related to insurance needs, workers' compensation and initiative-taking risk management measures. The candidate will primarily communicate with parish and school office business managers, pastors, cemetery managers, human resources staff, and school principals while providing excellent customer service and developing strong collaborative working relationships.

## **ESSENTIAL FUNCTIONS: Primary Duties & Responsibilities**

- 1. Insurance Program:** Oversee the placement of various lines of insurance, taking an active role in reducing cost and risk exposure. Closely collaborate with insurance providers and administrators to manage the reporting process of injury incidents, property damages, and property acquisitions/disposals. Responsible for handling proof of insurance requests (certificates of insurance) and additional insurance needs. Manage compliance requirements to maintain insurance policies in force. Provide guidance on diocesan insurance requirements and guidelines. Work with the Director of Human Resources on the development of the Insurance Program budget.
- 2. Incident Reporting:** Primary responsibility for effectively managing all property, liability, student accident and workers compensation claims, and incident reports received from all diocesan locations.
- 3. Claims Risk Management:** In close partnership with Catholic Mutual Group, receive, assist, and adjust property/casualty claims by performing investigations/site inspections, evaluating liability, verifying coverages, and negotiating fair and equitable settlements. Conduct annual safety inspections, and establish and monitor risk management policies, protocols and procedures to enhance awareness across the organization. Actively seek areas of improvement and implement best practices. Function as the diocesan administrator for safety and security online training platform.
- 4. Workers' Compensation (WC):** Manage the vendor relationship and ensure effective and timely resolution of claims. Partner with the Human Resources department on the following responsibilities: management of the reporting process of employee on-the- job injuries for all diocesan sites; management of the relationship with the MPN clinics; ensure effective monitoring and updating of open WC claims log and files; collaborate with claims adjusters and staff to gather necessary claim related information and communicate claim updates; collaborate with legal counsel on the interactive process; prepare monthly loss reports and advise management of the status of claims, including coordination of quarterly claims review meetings; and manage the annual insurance renewal process, annual WC audit and any OSHA reporting.
- 5. Vendor Compliance:** Provide guidance and instructions on vendor compliance guidelines and requirements. Respond to internal and external questions and requests. Function as the liaison between the organization and the third-party vendor management entity. Collect, review and file certificates of insurance.
- 6. Risk Management Committee:** Serve as the main point of contact for committee members. Responsible for scheduling and coordinating committee meetings and taking minutes.
- 7. Provide additional support on other duties as assigned.** Examples include: responding to routine questions and information requests related to all aspects of incident reporting, insurance coverage, risk evaluation, safety concerns, event

planning and vendor compliance. Review invoices for accuracy and ensure timely payment. Manage DMV registration renewals/insurance ID cards for diocesan owned vehicles. Assist with development of the department's budget, policies and protocols.

**QUALIFICATIONS & EXPERIENCE REQUIRED:**

- Bachelor's degree in related field (preferred) or equivalent work experience.
- Solid understanding of insurance with at least five years of experience in property and casualty claims adjusting is required.
- Excellent communication, collaboration, organizational and critical thinking skills
- Service focused, ability to work under limited supervision and must take initiative.
- Proficient with Microsoft office suite
- Must be willing to work irregular hours and be on call for emergencies and must have a valid driver's license.

**DESIRED:**

- Bi-lingual in Spanish and/or Vietnamese
- Knowledge of Catholic institutions and customs
- Prior risk management or safety experience is helpful.
- Driven professional with ability to take initiative, successfully prioritize competing deadlines, and commitment to excellent level of service and support.

**WORK ENVIRONMENT:**

<b>Typical Working Conditions:</b>	Office environment with regular location site visits
<b>Equipment Used:</b>	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.
<b>Essential Physical Tasks:</b>	Verbal communication, movement around office (and between locations within Orange County), remain stationary, reach, and occasionally carry materials as needed weighing up to 30 lbs.  Frequent regional travel by automobile and an occasional overnight stay is required.