



# POSITION DESCRIPTION

**Department:** Integrated Risk Management  
**Position Title:** Risk Analyst  
**Job Code:** 1176  
**Time Base:** 1.0  
**Position Number:** 00001892  
**Union / Unit (if applicable):** Confidential (C99)

**Position Reports To:** Director, Risk Manager  
**Classification:** Confidential Administrative Support  
**Range Code:** 3  
**Exempt or Non-Exempt:** Exempt  
**Last Update:** 07/23/21

**PURPOSE OF POSITION:**

Under the general direction of the Risk Manager, this position supports risk management programs designed to assist the campus community in identifying, understanding, prioritizing and managing operational and strategic risks and potential liability associated with University activities and initiatives.

The Risk Analyst is responsible for a variety of general and complex duties such as formal and informal risk assessments, oversight of various risk management programs, developing written procedures, preparing and/or presenting various training programs and communication tools for the Risk Management programs, and consulting with the campus community on risk identification, prevention, and reduction. Works closely with various constituents (including employees, managers, department heads, union representatives, management, faculty, students, the public, adjusters/examiners, police officers, medical personnel, and attorneys) to protect the resources of the campus community. In addition to general risk management practices and programs, this position is responsible for the administration of the campus insurance programs and subpoena management processes. This position also supports the initiatives of the department Director and the efforts of the Integrated Risk Management team

The Risk Analyst serves as the campus subpoena lead by promoting best practices, collecting information, and handling sensitive information of a confidential nature. The incumbent will regularly access information related to management's position relative to litigated and non-litigated property claims, general liability claims, subpoenas and other sensitive/confidential information.

**MAJOR RESPONSIBILITIES:**

	<u>% OF TIME</u>
1. Campus Insurance Program Management	30
2. Risk Management: Research, Analysis & Consultation	40
3. Managing Subpoenas & Document Requests	20
4. Administrative, Operational & General Program Support	10

**LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:**

**1. Insurance Program Management**

- Responsible for independent administration and oversight of the University insurance programs and claims management, including campus general liability, vehicle and equipment insurance programs, fine art/valuables insurance, special event insurance, student and professional liability programs, and any other self-insured or indemnity insurance programs.
- Responsible for investigation of liability claims by or against the university.
- Provide direction to campus departments on mandatory and optional insurance requirements; develops, implements, and presents effective program related training for the campus community.
- Establishes work priorities, procedures and processes to meet all required deadlines.
- Evaluates the timeliness and effectiveness of the campus liability claims process, provides feedback on success or concerns of the campus process, recommends future campus communication and training objectives for improvement.

- Coordinates and facilitates highly sensitive and confidential claims, potential claims, and litigation research, data, and meetings as appropriate.
- Applies effective case management skills, consistently documenting communications and pertinent case information; maintains appropriate safeguards to ensure the confidentiality and physical security of sensitive information.
- Provides recommendations in the development and implementation of program related policies and procedures.
- Consults with legal counsel (OGC and outside attorneys, when applicable) as necessary and appropriate. Is called upon by legal counsel to provide input for claims. Provides testimony as needed. Communications may contain data about confidential meetings, written correspondence, general counsel and system-wide directives about such interactions.
- Tracks, analyzes, and reports data.
- Reviews and analyzes proposed contracts for risk potential to the campus and proper insurance language; makes recommendations for contract revisions. Ensures that coverage is adequate based on the nature of risk. Recognizes and suggests risk management techniques for use on campus, including risk transfer and loss control methodologies.
- Coordinates preparation and/or attainment of Endorsements, Indemnification and Certificates of Insurance. Reviews Certificates of Insurance for acceptable limits regarding groups and vendors using or servicing campus facilities. Provides consultation for Procurement regarding insurance coverage and endorsement requirements.

## **2. Risk Management: Research, Analysis & Consultation**

- Develops and recommends procedures and strategies for campus implementation of various risk management practices; researches, interprets, develops and applies campus policies and procedures relating to risk management program administration (i.e. student travel, student placement, vehicle use procedures, volunteer worker protocols and other risk related activities).
- Reviews incidents, analyzes information, draws objective conclusions and prepares subsequent investigation reports as they relate to liability concerns that occur on or off campus. Reports potential liability to the Risk Manager and makes recommendations to campus administration. Coordinates with the Risk Manager to investigate and establish case facts, determine causation, recommend resolution strategies, assist with processing potential claims and recommends procedural changes or training for mitigation and/or prevention.
- Responsible for conducting investigations of potential fraud or other risk/liability incidents.
- Responsible for recovery of damages from third parties who are responsible for causing damage or loss to University property.
- Performs risk assessments of campus events to ensure university objectives are addressed through Executive Orders, legal counsel or other regulatory requirements. Provides pre and post-loss strategies to campus groups to assist in minimizing risk and liability.
- Possesses an understanding of contractual documents. Recommends risk control and insurance strategies related to contractual agreements. Reviews and analyzes proposed contracts for risk potential to the campus and proper insurance language; makes recommendations for contract revisions. Ensures that coverage is adequate based on the nature of risk. Recognizes and suggests risk management techniques for use on campus, including risk transfer and loss control methodologies.
- Develops, presents and implements effective training, presentations, programs, and reports in support of effective and responsible risk engagement. Recommends best practices for training compliance to administration and affected departments.
- Works with the campus community regarding risk management requirements related to student participation in various off site student activities; provides waiver and release documents for student signature and informs event/activity directors of recommended practices for student participation, student placement, foreign and domestic travel processes and documentation.
- Provides support to Risk Manager with coordinating and implementing university insurance and risk transfer programs such as: Special Events, Inland Marine, Foreign Travel, General Liability. Assists in developing safety guidelines, announcements, risk management and safety communications, and related educational materials as appropriate.
- Participates in system-wide activities related to risk management (list serve requests, conference calls) and develops and maintains relationships with colleagues at other campuses and the Chancellor's Office. Serves on committees as assigned.
- Provides appropriate consultation and problem resolution on risk management issues, and serves as primary back-up to the Risk Manager in these areas.

## **3. Subpoenas**

- Serves as the primary contact and subject matter expert on subpoena management for the campus.
- Responsible for the coordination, tracking, and effective daily management of campus subpoenas.
- Maintains appropriate safeguards to ensure the confidentiality and physical security of highly confidential and sensitive information.

- Coordinates with the Office of General Counsel, campus administrators and campus labor relations to ensure information requested meets applicable policies, procedures, and regulations.
- Gathers, reviews, and prepares a variety of confidential and sensitive employee and campus data used to develop management strategies and position.
- Coordinates and prepares formal campus responses.
- Ensures compliance with FERPA regarding the disclosure of student academic records; and HIPAA pertaining to medical records.
- Ensures information provided is timely, prepared appropriately, and meets deadline requirements.

#### **4. *Administrative, Operational and General Program Support***

- Participates in, and may be asked to be lead on meeting and event coordination (logistics, room layout, IT needs, etc.).
- Responsible for managing website content and working with appropriate campus staff to ensure that website content, resources and links are updated, accurate and relevant.
- Performs ad hoc research and data analysis.
- Provide input to the Risk Manager to be used during the performance evaluation process and/or prepare draft evaluations as assigned.
- Provide on-going training, direction, guidance, and feedback on assignments.
- Serves as primary back-up to the Risk Manager.
- Drafts various communications, such as newsletter articles, brochures, web publications and complex documents.

#### **PROVIDES LEAD DIRECTION OF OTHERS:**

Although this position does not have direct reports, it may be responsible for supervising and/or leading the work of others such as an administrative support position, risk coordinator, student employees, interns, etc,

#### **REQUIREMENTS OF POSITION:**

##### **1. Education, licenses, and experience:**

- Bachelor's degree plus five years of technical level experience which includes risk management, compliance, insurance, regulatory or related role, or an equivalent combination of education and experience.
- Work experience in a college, university and/or public agency is preferred.

##### **2. List knowledge, skills, and abilities required for this position.**

- Working knowledge of and ability to institute sound risk management practices and techniques, including risk control, loss prevention and insurance. Must possess ability to monitor recommended controls to ensure their success.
- The ability and willingness to participate in professional development opportunities, and maintain current knowledge of regulations and recommended and best practices in the risk management program areas.
- Working knowledge (intermediate level or above) of Microsoft Office programs (Word and Excel at minimum; Powerpoint and Outlook preferred), or similar software.
- Experience with data entry and database maintenance; report design and generation; compiling, tracking, and extracting data.
- Knowledge of insurance programs, insurance strategies, and general concepts of both self-insured and commercial products..
- Demonstrated independent judgment in anticipation and identification of problems and the ability to address them proactively within the scope of the position.
- Must be able to independently find and logically review and analyze information, and project possible results to make well-informed decisions and recommendations.
- General experience in a unionized environment and knowledge of the application of collective bargaining agreements preferred.
- Ability to analyze, explain and consistently apply a variety of rules, regulations, policies, and procedures appropriately.
- Ability to exercise good judgment and tact in gathering information and advising employees and managers on a variety of sensitive/confidential topics.
- Ability to maintain strict confidentiality and sound judgment in handling highly confidential and sensitive information, including, but not limited to faculty/staff/student medical information, disciplinary proceedings, investigation findings,

litigation strategy, and confidential claims information. Confidentiality in the course of accessing and coordinating this information is required in accordance with the guidelines of this classification.

- Experience consistently and accurately documenting, appropriately communicating, and maintaining detailed data.
- Experience investigating and analyzing information to draw objective conclusions and to prepare subsequent reports.
- Excellent interpersonal skills in order to establish rapport, build positive relationships, and effectively work with coworkers, the campus community, and the public.
- Strong customer service orientation and practices.
- Ability to work collaboratively in a team-focused environment.
- Ability to work effectively with diverse populations.
- Excellent interpersonal communication skills with the ability to concisely and accurately obtain and relay information.
- Strong written communication skills and the ability to compose and properly format correspondence and reports; prepare written correspondence, informational and promotional materials, as well as training and desk manuals and documents.
- Experience taking initiative and the ability to independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Ability to prioritize and organize work to meet established deadlines and to solicit information and direction as needed.

### **3. List machines, tools, equipment, and motor vehicles used in the performance of the duties**

- Standard office and communication equipment

### **4. Unique working conditions**

- Works with highly sensitive, confidential information.
- Ability to occasionally travel locally and long distance to attend professional training programs and meetings.

### **5. Other Employment Requirements**

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training, and CSU's Sexual Misconduct Prevention Program.
- This position is required to complete the CSU's Discrimination Harassment Prevention Program for Supervisors and/or Leads.

### **PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

**Person/ Position/ Agency:** Chancellor's Office, administrators, supervisors, managers, VP FAS Office, HREO, Payroll, University Police, Student Health Services, Enrollment Services, PDC, Procurement, ECS, CFH/USU, faculty, staff, student assistants

**Purpose:** Obtain and provide information; respond to inquiries; coordinate information.

**How Often:** Daily

**Person/ Position/ Agency:** Auxiliaries, Vendors, Outside Organizations Obtain, relay or clarify information regarding risk management, insurance and liability. Communicate departmental requirements and campus policies, procedures and processes.

**How Often:** Weekly

**Person/ Position/ Agency:** Chancellors Office Risk Management/CSURMA/Alliant, Office of General Counsel, and Outside Attorneys

**Purpose:** Obtain guidance/information and share information related to compliance, claims management, subpoenas, and insurance program requests and issues.

**How Often:** Weekly

### **PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

**PHYSICAL EFFORT**

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Sitting			x	
2. Standing	x			
3. Walking	x			
4. Bending (neck)	x			
1. Bending (waist)	x			
6. Twisting (neck)	x			
7. Twisting (waist)	x			
8. Crawling	x			
9. Climbing	x			
10. Reaching (above shoulder)	x			
11. Reaching (below shoulder)	x			
12. Walking on uneven ground	x			
13. Crouching	x			
14. Kneeling	x			
15. Balancing	x			
16. Pushing or pulling	x			

Number of hours/day  
N/A 1-2 3-4 5-6 7+

17. Fine manipulation		x		
18. Simple grasping	x			
19. Power grasping	x			
20. Lifting or carrying				
A. 10 lbs or less	x			
B. 11 to 25 lbs	x			
C. 26 to 50 lbs	x			
D. 51 to 75 lbs	x			
E. 76 to 100 lbs	x			
F. Over 100 lbs	x			
21. Keyboard use			x	
22. Mouse use			x	
23. Repetitive use of hands/arms	x			
24. Repetitive use of legs/feet				
25. Eye/hand coordination			x	

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
x	
x	

**MENTAL EFFORT**

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Directing others		x		
2. Writing			x	
3. Using math/calculations		x		
4. Talking		x		
5. Working at various tempos		x		
6. Concentrating amid distractions			x	
7. Remembering names			x	
8. Remembering details			x	
9. Making decisions			x	
10. Working rapidly		x		
11. Examining/observing details		x		
12. Discriminating colors		x		

**ENVIRONMENTAL FACTORS**

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Inside			x	
2. Outside	x			
3. Humid	x			
4. Hazards	x			
5. High places	x			
6. Hot	x			
7. Cold	x			
8. Dry	x			
9. Wet	x			
10. Extreme change of temp	x			
11. Dirty/dusty	x			
12. Exposure to gas, fumes or chemicals	x			
13. Odors	x			
14. Noisy		x		
15. Working w/others		x		
16. Working around others		x		
17. Working alone		x		

**SIGNATURES**

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

**Employee**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Appropriate Administrator (MPP)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Dean/Department Head/Director/AVP (optional)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_