

DIRECTOR OF INSURANCE AND CLAIMS

DEFINITION

Directs, plans, implements, and administers a wide range of insurance, risk-financing, and claims activities for the District.

TYPICAL DUTIES

Directs the activities of the Insurance and Claims staff, which include the administration of the following programs:

District Property and Liability Insurance Coverage, Self-Insurance Program, Owner Controlled Insurance Program, Special Events Liability Insurance Coverage, Contract Insurance Compliance, Student Accident Insurance Program, Charter School Insurance Compliance, Employee Reimbursement Program, Restitution, Liability Claims, and the Equipment Replacement Fund.

Directs and manages insurance and self-insurance programs such as fidelity, liability, property casualty, owner controlled insurance, and builder's risk insurance.

Oversees and participates in the analysis and implementation of risk-financing strategies, such as commercial insurance, self-insurance, captive insurance, and reinsurance, and recommends appropriate coverage, limits, retentions, attachment points, and risk transfer methods.

Oversees insurance marketing, renewal, and procurement activities and evaluates, negotiates, and recommends insurance and risk-service providers in accordance with District procurement requirements and delegated authority.

Selects and manages third-party claims administrators and other service providers that adhere to District standard processes, establishes performance standards, monitors contract compliance, service levels, program costs, and corrective actions, and recommends changes when warranted.

Directs the review of professional services and other contracts for compliance, and coordinates analysis of indemnification language and risk provisions with the Office of General Counsel and other appropriate offices.

Establishes, implements, and enforces contract insurance requirements, coverage standards, and exception/escalation procedures for all vendors, contractors, and other third parties.

Directs and manages insurance policy renewals, coverage administration, claims reporting, and issuance of certificates of insurance and other insurance documentation necessary to preserve and evidence District coverage.

Directly oversees and participates in claim strategy and settlement evaluations for severe, complex, and high exposure claims.

Establishes claims performance standards and monitors claim inventories, reserve trends, litigation activity, claim duration, settlement outcomes, excess insurance reporting and recoveries through defined key performance indicators.

Collaborates with representatives of other organizational units to implement policy, coordinate complex insurance and claims matters, and resolve operational problems (e.g. Office of Environmental Health and Safety, Office of General Counsel).

Evaluates and approves claims, payments, designated expenditures, and recovery forfeitures, as needed, within the designated authority level.

Develops and presents complex insurance, claims, actuarial, loss, and financial analyses as clear business recommendations for executive stakeholders.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Director of Insurance directs, plans, implements, and administers a wide range of insurance and claims activities for the District.

The Chief Risk Officer plans, organizes, assigns, directs, and reviews the activities of the Division of Risk Management and Insurance Services and oversees the planning and implementation of related policies and programs of the District at the executive level.

The Insurance Manager manages the day-to-day operations of the Insurance Branch, including insurance, self-insurance, and claims programs.

SUPERVISION

The Director of Insurance receives administrative direction from the Chief Risk Officer and exercises supervision over subordinate supervisors. General direction will be exercised over lower-level personnel.

CLASS QUALIFICATIONS

Knowledge of:

Principles of commercial insurance, self-insurance, risk finance, claims administration and insurance program management
Applicable local, state, and federal laws, rules, and regulations pertaining to insurance
Insurance policy forms, coverage terms, exclusions, limits, retentions, deductibles, attachment points, and insurance market practices
Principles and practices of OCIP administration, construction risk, captive insurance, reinsurance, and alternative risk financing
Program planning and evaluation
Principles of contract law, public purchasing, contract insurance requirements, indemnification, research, cost analyses and control, budgeting, financial analysis, and merit-system personnel administration
Principles of supervision, training, staff development, employee evaluation, employee relations, progressive discipline, and merit system employment.
Effective administrative and managerial practices and ability to implement them
Merit system and related provisions of the California Education Code, laws, rules, and procedures pertaining to the Public Employees Retirement System, and rules, regulations, policies, procedures, and collective bargaining agreements pertaining to the classified employees of the District

Ability to:

Manage through subordinate supervisors and lead multidisciplinary teams
Direct and evaluate the work and performance of subordinate supervisory and non-supervisory personnel
Analyze complex insurance, actuarial, financial, loss, and claims information and formulate sound recommendations
Prepare reports involving summaries and analyses of information and the justification of recommendations or findings
Present oral and written reports and recommendations concisely, completely, logically, and Convincingly to executive, legal, financial, operational, and non-technical audiences.
Effectively interact and negotiate with brokers, insurers, reinsurers, third-party administrators, consultants, contractors, public agencies, and District stakeholders to carry out the District insurance and claims programs

Exercise sound judgement and work well under pressure of multiple priorities and short deadlines

Establish performance measures and evaluate service-provider performance and outcomes

Effectively promote equal opportunity in employment and maintain a work environment that is free from discrimination and harassment

Maintain confidentiality and exercise discretion in handling sensitive, privileged, and high-exposure matters.

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably with a major in risk management and insurance, finance, business or public administration, or a related field. An advanced degree in one of these fields is preferable.

Experience:

Four years of management experience that includes policy and program development, implementation or administration, and contract negotiation or vendor management for a risk management program that includes commercial insurance, claims administration, risk finance, or insurance brokerage or underwriting. Two years of the required experience must include supervision.

Experience working in a public or self insured organization with at least 1500 (one thousand five hundred) employees is preferable. Experience in OCIP administration, captive insurance, municipal risk pools, or reinsurance is preferable.

Special:

Possession of professional certification as an Associate of Risk Management (ARM), Associate in Risk Management- Public Entities (ARM-P), Chartered Property Casualty Underwriter (CPCU) Associate in Claims (AIC), State of California Self Insured Administrator Certificate, and/or professional insurance certifications is preferable.

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

SPECIAL NOTES:

An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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