

ADMINISTRATIVE ASSISTANT TO THE RISK MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for independently performing complex clerical operations and providing administrative support for the Risk Manager to ensure efficient and effective operation of the department. Work is performed under the administrative direction of the Manager with considerable leeway allowed for the exercise of independent judgment in planning and carrying out assignments. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as the primary point of contact for internal and external communications;
Schedules and coordinates appointments and meetings to ensure there are no scheduling conflicts;
Obtains, compiles, organizes, and prepares information and data for various reports and meetings ensuring information is complete;
Makes travel arrangements and accommodations including travel requests and vouchers;
Processes benefit payments, invoices, and other claim related financial transactions;
Recognizes and handles sensitive and confidential materials;
Answering routine correspondence and questions posed by claimants, contractors, vendors, employees, and retirees regarding the plan's policies and procedures;
Prepares and edits correspondence, reports, and presentations;
Maintains a variety of insurance records, including general liability and related documents;
Completes reports as required related to insurance documentation and claims;
Verifies information (e.g., eligibility for coverage, payments) related to the self-insurance plan.
Operates common offices machines and maintaining computerized databases;
Processes purchase requisitions and other financial documents;
Processes departmental payroll;
Reviews reports for completeness, accuracy, and format;
Assists in the hiring and interviewing of new employees;
Serves as a liaison between the Risk Manager and other departments or external parties;
Prepares, maintains, and administration of insurance certificate documents for various county departments;

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Collaborates with the County Law Department for administration of County insurance requirements for various vendor and county agreements;
Reviewing all insurance certificates for accuracy and approving insurance documents;
Administrative support to Claims Manager and Workers Compensation Analyst (e.g. enter claims into system, review incoming documents, maintain accurate claim files;
Handles inquiries and communications on behalf of the Manager;
Organizes and maintains office files and records;
Orders office supplies and manages inventory;
Establishes, maintains, and updates files, databases, and records;
Ensures compliance with office policies and procedures;
Attends meetings as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of standard office platforms (Word, Excel, PowerPoint, Outlook, Microsoft Office);
Thorough knowledge of office procedures, administration and systems, office technology, and workflow;
Thorough knowledge of office equipment and technology tools;
Good knowledge of computer operating techniques related to the administrative and financial record keeping, and databases;
Working knowledge of governmental financial regulations and procedures;
Ability to communicate effectively both orally and in writing;
Ability to establish and maintain effective working relationships;
Ability to compose reports, correspondence, and other office documents;
Ability to self-motivate and use independent judgment;
Ability to simultaneously perform a variety of assignments,
Ability to work independently;
Ability to perform close, detail work involving considerable visual effort and strain;
Strong interpersonal skills;
Strong problem-solving skills and the ability to work independently;
Professional and courteous demeanor;
Office and phone etiquette;
Strong attention to detail and accuracy;

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Proactive approach to problem-solving and process improvement;
Time management; Detail oriented; Confidentiality.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's Degree and two years of experience in office administration or in a senior level clerical position; OR
- B) Graduation from high school or possession of an equivalency diploma and four years of experience in office administration or in a senior level clerical position; OR
- C) Any equivalent combination of training and experience as defined by the limits of A) and B) above.

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