DEPARTMENT OF NATURAL RESOURCES
Division of Internal Services
Bureau of Facilities and Lands
Classification: Risk Management Specialist - Senior
Working Title: Property and Liability Coordinator

POSITION SUMMARY:
Under general supervision of the Risk Management Manager, this position is responsible for the independent development, administration, implementation and coordination of the Property and Liability Insurance Program including DNR staff, owned and leased buildings, and fleet for the Wisconsin Department of Natural Resources statewide.

The Department Property and Liability Insurance Program coordinates risk management functions throughout all of Wisconsin of Natural Resources Divisions. This position acts as the agency point of contact and ensures compliance with Bureau of State Risk Management (BSRM) policies, procedures and regulations pertaining to general and professional liability.

The activities of this position are directed at mitigating and/or remediating risk exposures and involves working with state agency staff, the State's third-party adjuster, Office of General Council, Attorney General, insured/uninsured members of the public, insurance companies, and other stakeholders to investigate claims to determine appropriate course of action, implement the appropriate course of action, and settle exposures.

LOCATION, GEOGRAPHIC SCOPE AND TRAVEL REQUIREMENTS:
This position may be based in any location where the Department has office space available. Occasional in-state travel for training, meetings and site visits may be required. This position has statewide responsibility.

SCOPE OF AUTHORITY:
This position works under general supervision and reports to the Risk Management Manager within the Bureau of Internal Services.

GOALS AND ACTIVITIES:

70% A. Property damage and liability claims process management

A1. Advise and consult with statewide Department stakeholders on required procedures, completion of forms, impact of needed information, and interpreting related Wisconsin Statutes and Bureau of State Risk Management policies and procedures

A2. Provide guidance and direction for stakeholders in urgent, critical, and often emergency situations.

A3. Filter and assess disparate and complex claim details and information and direct immediate course of action in real-time situations.

A4. Evaluate claims to distinguish between claims to be settled and claims to be defended. Determine validity of claim.

A5. Advise management of critical and/or extraordinary claims.

A6. Obtain information regarding the cause and origin of losses and verify policy provisions and coverage.
A7. Evaluate claim data to estimate losses.
A8. Investigate claims and gather evidence to determine cost of damage, cause and corrective action.
A9. Notify Risk Management Specialists of claims in their programs for loss control purposes and risk mitigation.
A10. Submit proof of loss documentation for payment of damaged property.
A11. Negotiate out of court settlements with insurance companies, adjusters and private individuals.
A12. Coordinate and handle situations among affected groups in negotiating and justifying claims.
A13. Make requests for payments for DNR damages.
A14. Accept negotiated property and liability claim proposals on behalf of the department.
A15. Receive payments and process reimbursement payments to program budgets.
A16. Coordinate the processes of settling or denying claims, including writing denial letters, to include conducting negotiations, preparing evidence, and testifying before the Wisconsin Claims Board. Monitor the case and provide status reports to appropriate parties.
A17. Act as agency liaison with contracted outside adjusters for claims of more than $20,000.
A18. Act as agency liaison with DOA Bureau of State Risk Management -Property and Liability Section.
A19. Ensure timely processing of claims; maintain up to date records and follow up on open files; Request extensions as needed.
A20. Investigate, identify, and collaborate to pursue subrogation as warranted from appropriate parties who are legally responsible for damages.
A21. Analyze claim trends and propose loss prevention and mitigation programs.
A22. Participate in the planning, development and implementation of approved recommendations.

20% B. <u>Manage other insurance and liability issues:</u>

B1. Maintain risk management standards for volunteers, job shadows and contractors.
B2. Work with Fleet to review driving records for minimum driving standards including disabling driving privileges.
B3. Determine/document at-fault incidents and accidents.
B4. Approve/deny non-state employee passengers in state vehicles.
B5. Consult and guide Divisions in the accurate review and update of asset values in order for premiums to be calculated accurately to ensure adequate insurance coverage for potential claims.
B6. Coordinate and review the annual updates of the Department's property values for accuracy. Submit the annual property value report to Bureau of State Risk Management.
B7. Process requests for certificates of insurance.
B8. Coordinate and work with legal and Divisions on Memorandums of Understanding and indemnification clauses.

B9. Assist with management of the DNR building inventory.
B10. Coordinate coverage of DNR assets (rental, leased, owned) through self-funded property insurance program.
B11. Provide data analysis of agency claims to Risk Management Section management.
B12. Prepare program materials and provide training/presentations to internal staff on Property and Liability in addition to preparing materials for intranet, conferences, and other associated training.
B13. Support procurement and administration of boiler/machinery, honesty, surety bonding and any other excess insurances.

10% C. Provide Backup and Support Functions for Professional Staff for the Safety and Risk Management team.

C1. Provide back-up and support functions for the Risk Management Specialist Sr. positions such as responding to customer questions related to employee safety, providing onsite assistance for hearing testing and ergonomic assessments.
C2. Participate in team projects related to safety, workers compensation, property and liability assigned.
C3. Cross training as requested for safety and risk duties including workers compensation and employee health and safety as needed.
C4. Other duties as assigned.

SPECIAL REQUIREMENT:

Ability to meet requirements to operate a state vehicle, including obtaining and maintaining a Wisconsin driver's license.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Wisconsin insurance law and regulations
2. Knowledge of federal, state and local regulations concerning safety and health.
3. Extensive skill in oral and written communication, including presentation of complex and technical information to non-technical audiences
4. Considerable knowledge of planning and program evaluation principles, theories and procedures and an ability to apply them in organization and analysis of complex problems.
5. Advanced knowledge of the use of MS Excel and for planning, policy analysis and data/statistical analysis.
6. Skill in the use of personal computers and Microsoft Suite applications.
7. Considerable knowledge of overall division and department goals, objectives and priorities.
8. Considerable knowledge of federal, state and local government organizational structures and interagency relationships that may be affected by changes in Department policies.
9. Ability to apply program management techniques.
10. Excellent problem solving, decision making and interpersonal skills.
11. Excellent investigative, conflict resolution and negotiating skills.
12. Knowledge of the Wisconsin Court system

13. Knowledge of Wis. Stats. §893.80 Claims against governmental bodies or officers, agents, or employees; notice of injury; limitation of damages and suits and §893.82 Claims against state employees; notice of claim; limitation of damages
14. Knowledge of Restitution and Wis. Stats. 973.20.
15. Ability to effectively work with customers and co-workers, and to work on multiple concurrent tasks.
16. Excellent time management skills with strict attention to detail.
17. Significant ability to work independently with strong organizational skills.
18. Proven ability to collaborate with a wide range of individuals with varying backgrounds to work together for a common purpose to achieve Department goals.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS:

- **Physical Activity Requirements**: Physical requirements include talking in front of and within groups, visiting sites involved in claims which might involve walking on uneven terrain, navigating in and around buildings and outdoor environments, etc.
- **Environmental Factors**: Environmental factors include working indoors in an office setting, working outdoors, and independently traveling to offices around the state.

EQUIPMENT USED: Office equipment, motorized vehicles, safety equipment (glasses, shoes, hard hat), cellular phone, cameras, sound level meter.

REMOTE WORK EVALUATION:

Based on an assessment of the goals and work activities, this position may be eligible for remote work. Remote work approval is based on individual circumstances and is subject to supervisor approval and DNR remote work policies. Approval is subject to change without notice based on business needs.