



# State of Oregon Position Description

**Company:** Department of Administrative Services  
**Organization:** Risk Management - DAS  
**Service Type:** Excludable Management Service - Managerial

## SECTION 1. POSITION INFORMATION

<b>Job Profile Title:</b>	Business Operations Manager 3	<b>Job Profile ID:</b>	X7083
<b>Business Title:</b>	Risk Consulting Manager	<b>Position ID:</b>	000000108203
<b>Employee Name:</b>	Vacant	<b>Company ID:</b>	10700
<b>Representation:</b>	MMS	<b>Budget Auth No:</b>	1366830
<b>Location:</b>	Salem   DAS   General Services Building		
<b>Supervisor:</b>	Shelly Hoffman (Business Operations Administrator 1)		
<b>Position:</b>	Business Operations Manager 3		
<b>Time Type:</b>	Full Time		
<b>FLSA:</b>	Exempt		
<b>Exempt Reason:</b>	Executive Employee Exemption		
<b>Overtime Eligible:</b>	No		
<b>Employee Type:</b>	Permanent		

## SECTION 2. JOB DESCRIPTION SUMMARY

**Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary

purpose of this position is to:

Manage the DAS Risk Management consulting unit and DAS risk & safety program including planning, budgeting, staffing, and training, directing, evaluating, and implementing related functions, responsibilities, and authorities for the program under ORS Chapter 278. This includes the Oregon Tort Claims Act and overseeing all related risk analysis, risk financing & risk consulting concerns of the state.

## SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

40%-NC-E

- Facilitates processes to identify, evaluate, mitigate, and monitor operational and strategic risks with a focus on achieving business objectives and managing the Total Cost of Risk (TCOR).
- As a Risk Management champion, Facilitates the use of appropriate Risk Management methodologies, tools, and techniques to support a holistic, integrated, forward looking and process-oriented approach to managing risk. Serves as liaison to report risk management findings, initiatives and status to stakeholders and leadership.
- Directly and through partnering with stakeholders and program staff facilitate enterprise-wide risk assessment processes; teams with the DAS Risk Manager to develop analyses, reports, presentations, and other communications characterizing key areas of risk exposure; develops and oversees implementation of loss control strategies for priority risks; supports development of risk management tools, resources, and training; monitoring and reporting effectiveness of risk interventions.
- Works with state agencies and other stakeholders to understand and communicate risk profiles, mitigation and/or remediation strategies and agreed accountabilities. Develops and maintains subject matter expertise related to risk management topics relevant to public sector risk management. Assist stakeholders with integrating risk management with the strategy development process. Provides risk management consulting regarding proposed business plans and transactions. Provides advice and consultation needed to resolve complex risk management issues involving loss control, workers compensation and insurance issues.
- Directly and through management of program staff develop and communicates risk management policies. Ensures risk management policies and strategies are in compliance with applicable statutes, regulations, and strategic imperatives of the organization.

25%-R-E

- Directly and through management of program staff analyzes risk/insurance problems and supports risk management strategic priorities. Responsibilities include identifying insurable hazards, directing the preparation of underwriting submissions, purchase of appropriate levels of insurance, management of relationships with third party service providers including brokers, review of insurance policies, premium invoices and premium audits and supervision of insurance policy documentation and recordkeeping. Directs staff engaged in these and related activities to advise actuarial and financial soundness to ensure program effectiveness. Directly and through management of program staff administers the Risk Management Information System (RMIS) and develops information technology strategies necessary to support Risk Management including implementing a set of risk metrics and standard reports, documentation of losses and incidents, identification of key risk exposures, and early warning indicators. Manages data reconciliation and other audit functions. Manages, measures, monitors, and analyzes outcomes for Risk Management Consulting.

30%-R-E

- Provides leadership to achieve effective program and team outcomes by coaching, mentoring, providing feedback and managing staff to build consensus and support team development. Plans, assigns, approves work, establishes work standards and metrics, and monitors performance of staff. Supervises staff for the Risk Management Consulting unit including recruiting, interviewing, selecting, orienting, evaluating, training, and managing performance. Approves/denies leave and overtime requests. Respond to grievances in accordance with contract/personnel rules. Promotes safety training and practices in performance of all work activities. Implements Affirmative Action and Diversity strategies and goals. Responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

5%-NC-E

- Directly and through management of program staff leads DAS Risk Management continuity of operations planning (COOP) within the established DAS reporting framework and guidelines. Coordinates training, communication, and testing of plans. Drives and delivers effective Business Continuity strategies to support and, in time of disaster, recover the Risk Management program's critical

business functions.

100%

## SECTION 4. WORKING CONDITIONS

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

## SECTION 5. GUIDELINES

**List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

- ORS Chapter 278
- Oregon Tort Claims Act
- Risk Internal Policies
- Oregon Revised Statutes
- Oregon Administrative Rules
- Governor’s Executive Orders
- DAS Rules and Policies
- ORS Chapter 811
- FMLA / OFLA
- Classification Specifications and compensation plans
- Attorney General Opinions
- Legislative Approved Budgets
- Federal Employment Laws and Regulations
- Employment Relations Board rules and decisions
- Collective Bargaining Agreements
- Gubernatorial policies and Executive Orders
- Technical manuals and federal laws and rules
- ORS Chapter 656
- OSHA Regulations

**How are these guidelines used?**

To comprise a resource and information base to direct and/or effectively recommend agency policy and/or procedure requirements.

**SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

<b>Who</b>	<b>How</b>	<b>Purpose</b>	<b>How Often?</b>
Agency Directors	In Person, by mail, email or telephone	Discuss issues, consult, advise	As Needed
Claimants, attorneys, vendors	In Person, by mail, email or telephone	Discuss issues, negotiate	Daily
DAS Director & Deputy Director	In Person, by mail, email or telephone	Direction, guidance, and coordination	As Needed
Elected Officials	In Person, by mail, email or telephone	Discuss issues, consult, advise	As Needed
HR client agencies	In Person, by mail, email or telephone	Claim coordination, coordinate	Daily
Media representatives	In Person, by mail, email or telephone	Answer inquiries	As Needed
Public	In Person, by mail, email or telephone	Give presentation / train / promote / answer inquiries	Monthly
SAIF Corporation	In Person, by mail, email or telephone	Collaborate, coordinate, consult	Daily

**SECTION 7. POSITION RELATED DECISION MAKING**

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**

The Risk Consulting Manager is responsible directly or through management of program staff for risk identification, measurement, and analysis; linking risk initiatives into critical business drivers; developing and/or supporting loss control programs and activities; and determining the cost of risk to agencies. The position is highly visible within the administrative organizational structure and as such must be politically aware of the larger issues and management intent of the Governor, the Legislature, and the Department of Administrative Services. Highly effective collaboration, consensus building, communication and presentation skills are essential.

The Risk Consulting Manager regularly evaluates the quality and effectiveness of services provided through meetings with staff, state and public agency officials, vendors, and legislators. The position establishes reporting relationships and administrative

controls over the DAS Risk Consultation Unit and coordinates activities with other agencies and entities in areas of mutual concern to manage operational and strategic risks with a focus on achieving business objectives managing Total Direct Cost of risk and compliance with established laws, rules, and regulations.

Decisions in the Risk Consulting Unit are managed by the Risk Control Manager with significant leadership autonomy under the direction of the DAS Risk Manager. Decisions may include approving, amending, or rejecting proposals for risk management consulting, risk financing or claim management strategies or actions.

## SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
BOM 3	4003301	In Person, by mail, email or telephone	Quarterly	Performance Evaluation
BOM3	4003301	In Person, by mail, email or telephone	As Needed	Regular check ins; Review and progress of work

## SECTION 9. OVERSIGHT

**What are the oversight activities for this position?**

- Plan Work
- Assign Work
- Approves Work
- Responds to grievances
- Disciplines and rewards
- Coordinates schedules
- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- Prepares & signs performance evaluations

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

**List any knowledge and skills needed at time of hire that are not already required in the classification specification:**

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department’s Diversity strategies and goals.

Additional skills, abilities and requirements:

- Knowledge and expertise in risk management and insurance principles
- Excellent conflict management, diplomatic communications, and consulting skills
- Ability to work independently and in teams.
- Ability to collect, analyze and interpret data, communication and apply complex information from multiple sources.
- Ability to tactfully gain cooperation of others.

- Ability to pursue and recover monies owed due to legal liability.
- Program monitoring and coordinating ability; high level of critical problem identification and solving; accurate and credible data analysis and report writing.

Unit Behavioral Expectations:

- Promote excellent customer service at all times.
- Provide receptivity to constructive feedback and alternative viewpoints at all times.
- Exhibit team skills through participation in team projects, assistance, and support to co-workers
- Effectively and efficiently identify and resolve problems.
- Improve policies, processes, and tools to benefit our customers and to support a more effective and efficient program infrastructure

**SECTION 11. BUDGET AUTHORITY**

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
N/A	N/A	N/A

**SECTION 12. ORGANIZATIONAL CHART**

See Organizational Chart (attach copy or view within Workday).

**SECTION 13. SIGNATURES**

\_\_\_\_\_  
Employee Date

\_\_\_\_\_  
Manager Date

\_\_\_\_\_  
Appointing Authority Date