



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Director of Safety, Risk and Emergency Management
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GENERAL PURPOSE

Under policy direction, plans, organizes, directs and implements comprehensive safety, risk management, loss control, and emergency management programs for the District; develops and implements a total safety culture; assesses risk exposure; examines and recommends safety and risk management techniques; determines optimum types and levels of insurance coverage and participates in the award of insurance contracts; ensures effective and efficient high-quality work in the managed programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Safety, Risk and Emergency Management Department including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to executive management on a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Deputy General Manager, Administrative Services. Exercises direct supervision over professional, technical and administrative staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, controls, integrates and evaluates the work of the Safety, Risk and Emergency Management Department; directs and manages the work of staff supporting comprehensive program areas which include employee health, safety and security, loss control, risk assessment and mitigation, workers compensation, investigations and comprehensive responses to emergency situations; ensures programs are designed and administered to meet the District's needs.
- Develops, implements and administers comprehensive safety and risk management systems, tools, programs, policies, guidelines and procedures across all District departments, consistent with District, state and federal requirements and sound professional principles and practices.
- Participates in the development, implementation and evaluation of short and long-term plans, policies, systems and procedures to achieve annual goals, objectives and work standards focused on achieving the department's mission and assigned priorities.
- Participates in the development of and monitors performance against the department's annual budget; negotiates contracts and agreements for safety and risk programs.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Selects, trains, motivates, and directs department staff; establishes performance requirements and personal development targets; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies and labor contract provisions.
- Collaborates with departments to identify and analyze areas of compliance vulnerability and risk; designs and implements risk management and mitigation measures; develops and implements corrective action plans for resolution of problematic areas; monitors the effectiveness of techniques and processes; and provides general guidance on how to avoid, mitigate, or address similar situations.
- Manages the District's workers compensation and liability programs; develops and recommends program design; works with third party administrators, insurance companies and legal counsel to minimize loss to the District and maintain optimal defense strategies; represents the District in hearings and claims litigation; ensures that internal and external claimants receive timely responses and regular communications; formulates findings and develops recommendations for action and

adjudication of claims for approval by executive management and the Board of Directors.

- Works with Human Resources staff and department managers to coordinate workers' compensation injury management including light-duty and return-to-duty policies and programs to minimize lost time.
- Oversees, and/or conducts, investigations into accidents or injuries; ensures police reports are filed when necessary; determines root causes of conditions and circumstances; develops findings and recommendations for resolution and/or future prevention.
- Coordinates program insurance requirements and rates with carriers and third-party administrators; recommends coverage options; develops specifications for the purchase of insurance by bid or negotiation; confers with insurance carriers to seek improvements and cost control measures; recommends service providers.
- Promotes, plans, organizes and provides direction to District staff to strengthen the District's safety culture and maintain the District's standing as a leader in this area; oversees and participates in administering employee health, substance abuse prevention and safety training programs; conducts safety meetings, performs safety audits, and develops preventive measures and practices.
- Serves as a liaison with local, state, and federal law enforcement and emergency management personnel for compliance with fire, life, safety, and other regulatory codes; manages the District's Emergency Operations Center and emergency preparedness efforts.
- Prepares, reviews and presents staff reports, various management and information updates, project status reports, business correspondence and related written documentation.
- Supports bid and pre-construction phases of project development from a risk/compliance perspective; manages the review of contracts, leases and purchase agreements to ensure compliance with District policies, safety standards, and requirements for indemnification and insurance coverage.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes, and performance measures, ensuring that they align with District's strategies and operational plans.

- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's Mission, Vision, and Guiding Principles and adhere to the District's policies.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies and operational needs of the assigned areas of responsibility.
- Principles and practices of leadership.
- Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- Organization, function, role and authority of a public agency Board of Directors.
- Principles and techniques of working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, methods and techniques of planning, developing and administering risk management and loss control programs, particularly related to ensuring adequate general and financial liability protection.
- District policies and procedures for reporting property damage and personal injury.
- Methods and techniques of identifying exposure to loss and investigating and correcting industrial and environmental hazards.
- Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

- Practices and procedures for managing, administering, analyzing, adjudicating and litigating claims.
- Methods and techniques of conducting research and analysis.
- Trends and practices in risk management, loss control and emergency response services.
- District personnel rules, policies and labor agreement provisions.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and District staff.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, direct, oversee and manage the staff and operations of a comprehensive safety, risk management and emergency response program.
- Develop and implement goals and objectives, practices, policies, procedures, and work standards.
- Provide administrative, management and professional leadership for the District and department.
- Analyze and make sound recommendations on complex risk and safety related management issues.
- Understand, interpret, explain and apply District, state, and federal policy, law, regulation, and court decisions in assigned areas of responsibility.
- Oversee and/or conduct comprehensive investigations into accidents or other safety related occurrences.

- Interpret property, casualty, workers compensation and liability insurance policies, certificates of insurance and exclusion language.
- Analyze, classify, and rate risks, exposure and loss expectancies; evaluate alternatives and make recommendations on courses of action to mitigate risk and loss.
- Effectively represent the District in claims hearings and litigation, and settlement meetings.
- Collect, evaluate and interpret data in statistical and narrative form.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, various business, professional and regulatory organizations, and in meetings with individuals.
- Prepare clear, concise and comprehensive correspondence, reports, studies, and other written materials.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Ensure the confidentiality of sensitive employee information for past, current, and future employees.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Ten (10) years of progressively responsible professional experience in the administration of comprehensive risk management and loss control programs, five (5) of which should be in a management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in risk management, business administration, finance, or a related field.

Licenses/Certifications:

- A valid California Class C driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

When assigned to accident or injury investigations, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, and to operate a motor vehicle and visit various District sites.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

When conducting investigations in the field, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants.

Eastern Municipal Water District
Job Title: Director of Safety, Risk and Emergency Management
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Director of Safety, Risk and Emergency Management. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____