

## Manager, Insurance & Risk Job Number: 37868

As a member of Risk Management Leadership Team, you will utilize industry best practices to support the City of Edmonton's diverse and complex risk management operations. The Manager, Insurance & Risk is accountable for managing the City's insurance program and plays a critical role in supporting leadership teams and operations across the Corporation with risk assessment and loss control strategies and decisions.

In collaboration with internal and external stakeholders, Manager, Insurance & Risk will plan, organize and implement the Corporation's risk management operations to ensure quality customer service is provided in a competent, courteous and timely manner.

Responsibilities will include:

- Build organizational capacity and high performing team
- Business planning, performance management & financial stewardship to ensure effective delivery of services
- Lead development of City's risk financing strategies, insurance program placement decisions, contract reviews and guarantees (e.g. bonds, letters of credit)
- Communicate claims data & loss trends to City's departments and advise on proactive risk management & benchmarking decisions. Liaise with City's internal and external entities to understand and meet their service needs
- Oversee quality control of risk and claims functions, develop training tools and resources for adjusters, analysts and support staff to ensure consistent and reliable decisions
- Respond to complex risk, insured claims and contract inquiries
- Manage, develop policies and procedures to improve strategic and operational risk practices across the Corporation
- Support procurement and management of external resources & contracts
- Ensure Effectiveness of the Claims and Risk Management systems, including system investment decisions to ensure business needs are met
- Additional related duties as required

### Qualifications:

- Bachelor's Degree in Business, Law, Public Administration or a related discipline
- Fellow Chartered Insurance Professional (FCIP) or Fellow in Risk Management (FRM) is required
- Chartered Insurance Professional (CIP) and/or Risk Management Designation (CRM) may be considered in place of one or both Fellowships, depending on the depth and length of experience
- Minimum of 7 years progressively responsible experience in managing technical staff, and managing risks in a large complex organization including knowledge in risk assessment, insurance, claims, litigation and alternative dispute resolution
- Strong organizational, project management, interpersonal, presentation and communication skills, both written and verbal
- Ability to work within a complex, changing environment with competing priorities
- Demonstrated ability to resolve issues, think critically and respond to concerns/complaints, maintain accurate records and statistics, and establish and maintain effective working relationships
- Excellent experience and knowledge of Microsoft Office, Google Applications; PeopleSoft, SAP and iVOS or other claims management systems experience an asset

Management and Out-of-Scope positions at the City of Edmonton are being reviewed for possible inclusion in the Civic Service Union 52 bargaining unit. If this position is impacted, the incumbent will be notified accordingly.

***We are an equal opportunity employer.  
We welcome diversity and encourage applications from all qualified individuals.***

*Up to 1 permanent, full-time position*

**Hours of work:** 36.9 hours per work week

**Salary:** \$84,597.00 - \$120,852.00 (Annually)

**Talent Acquisition Consultant:** IS/KC

**Classification Title:** PT3 - Financial Control

**Posting Date:** Nov 12, 2019

**Closing Date:** Nov 26, 2019 11:59:00 PM (MST)

**Number of Openings (up to):** 1 - Permanent Full-time

**Union:** Management

**Department:** Law

**Work Location(s):** Chancery Hall, 9th Floor, 3 Sir Winston Churchill Square, Edmonton T5J 2C3