



Manager, Risk Management

Job Code	20000956	Job Family	Manager/1st Level leader	Leader	
Department	Financing & Risk Management	Reports to	Sr Mgr Trsr Risk Mgmt & Supply	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2060		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Works cooperatively with and in support of the Senior Manager of Financing and Risk Management to provide management and leadership over the professional execution of the District's Claims, Insurance, and Contractual Risk Management programs. Manage the design, implementation, and operation of related compliance requirements for these programs to ensure the District is meeting current and future obligations. Manage the financial and management reporting of these programs. Provide management and leadership over program operations, budgets, income, and expenses, to determine that funds are being utilized and accounted for properly. Manage collaborative relationships with the District's internal and external claim, insurance, and contractual risk management partners to effect the most appropriate method of risk mitigation. Manage the periodic update of business policies and procedures to ensure efficiencies in the mitigation of risk and recovery of losses. Support the District's core values as well as its cost and fiscal management strategic priorities by working as a trusted financial partner with all divisions of the District.

Accountabilities

Accountability #1

Leadership and Governance:

Manage the District's dedication to safety, career growth, a supportive work environment, and community leadership by: providing management and oversight over the application of its claims, insurance and contractual risk management related business processes in parallel with District strategic priorities; developing, recommending, and effectively managing budgets; identifying, evaluating and recommending resource options that reflect appropriate prioritization and tradeoffs between cost and quality results; managing the quality control and leadership over program deliverables in a manner that provides positive development and career growth; managing the research, guidance, coaching, and training provided to ensure there is a commitment to employees and the community; determining and realizing opportunities for improved efficiency and effectiveness; and similar responsibilities.

Accountability #2

Relationship Management:

Delivery of exceptional value to our customers, stakeholders, and external risk management service providers through effective cross-functional partnerships and collaboration by: managing the District's ability to continuously improve business processes that impact the provision of a systematic and disciplined approach to claims, insurance, and contractual risk management activities; ensuring a culture of caring, mutual respect, and trust that empowers current and future employees to do their best work, develop positive working relationships at the District's division, department, work group, employee, and external service provider levels; providing management and leadership over the cross-functional collaboration in pursuit of enterprise-wide strategic goals and initiatives; responding to and providing guidance on internal and external correspondence as a member of the Financing and Risk management team; managing processes to ensure program requirements are professionally represented; managing ad

hoc committees; managing and leading the development and implementation of program goals and objectives; promoting the District's core values; working daily to ensure an equitable and inclusive environment; and similar responsibilities.

Accountability #3

Claims Program:

Achieving the highest level of employee and community trust in how the District manages claims by: Ensuring the evaluation of facts to determine loss coverage; ensuring the investigation, damage verification, negotiation, and value assignment for a professional resolution of complex liability claims; ensuring the mitigation of overall exposure to risk and misappropriation of assets; monitoring loss reserves to ensure their adequacy; managing the coordination and leadership for District department representatives, the public, and other stakeholders throughout the claims resolution, settlement, and recovery processes; ensuring the professional, accurate, complete and timely data entry of documentation to support the District's claims programs; and similar responsibilities.

Accountability #4

Insurance Program:

Achieving the highest level of employee and community trust and demonstrate outstanding value relative to costs to our customers by: ensuring the provision of complex technical and practical advisement at the division, department, work group, and employee level regarding the fulfillment of insurance coverage requirements, supporting documentation, and the related mitigation of risk over physical and financial losses in a cost effective manner; ensuring the effective negotiation, placement, and monitoring of District insurance policies with third parties such as insurance carriers, brokers, and other third party agents; ensuring the development, implementation, and maintenance of insurance requirements, including periodic asset inspection, inventory, or analysis; and similar responsibilities.

Accountability #5

Contractual Risk Management:

Achieve the highest level of employee and community trust in how the District manages contractual risk by: ensuring the development, implementation and monitoring of contractual review processes that will limit the District's exposure to uncertainty, liability, business continuity, and financial risks to facilitate efficient and cost effective Risk Management programs; ensuring the strategic collaboration, negotiation, and dispute resolution between internal and external partners to perfect professional, accurate, and legally binding contractual documents; and similar responsibilities.

Accountability #6

Compliance:

Achieve the highest level of employee and community trust in how the District manages compliance by managing the District's accountability to Federal, State and Local agencies through: consistent leadership and application of knowledge regarding how the District's Risk Management programs are impacted by case law, statutes, regulations or District specific policy such as Collective Bargaining Agreement(s), OIC,

RCW, WAC, PCI, PII, NERC-CIP and other authoritative bodies; providing management and leadership over the research, analysis, and resolution of complex program inquiries, improvements to internal policies and procedures, and recommendations to demonstrate compliance with internal and external policies; management over the professional design, development, and maintenance of program documentation sufficient to comply with audits requiring claims, insurance, and contractual risk management support; and similar responsibilities.

Accountability #7

Reporting:

Achieve the highest level of employee and community trust in how the District manages reporting and its transparency to the District’s rate payers and financial investors by: providing management and leadership in the consistent application of internal controls over the District’s claims, insurance, and contractual risk management activities sufficient to mitigate risks to the completeness, accuracy, and timeliness of internal and external reporting; managing the research, development and analysis of ad hoc managerial reporting to aid decision making; ensuring the design and development of monthly, quarterly, and annual internal and external financial reporting and key performance indicator tools as they pertain to Risk Management activities; and similar responsibilities.

Accountability #8

Business Applications/Data Management:

Increasing the public’s confidence in the quality of the District's financing and investment, middle office, and risk analysis management by ensuring integrity over related business applications and data by: managing the continuous assessment of risks related to complex reporting and recordation requirements; leading the consistent application of systematic business processes; managing the maintenance of data warehouses and tables; leading the design and training for complex data analytics to ensure the flow of program data between District systems, workgroups, data processing vendors, third party administrators and regulatory agencies is timely, accurate and complete; and similar responsibilities.

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor’s Degree in Risk Management, Business Administration, or related field, AND
Two (2) years of experience in risk management or related field.

Preferred Education and Experience:

Master’s Degree in Risk Management, Accounting, Finance, or Business
Associate in Claims (AIC) program
American Education Institute (AEI) program

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Washington State Driver’s License

Preferred License(s) and/or Certification(s):

Washington Insurance Adjuster License
Associate in Claims (AIC)
Associate in Risk Management (ARM)
Chartered Property Casualty Underwriter (CPCU)

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Risk management theories, risk identification, research and analysis techniques.
Principles, practices and philosophies of risk management, insurance and claims administration procedures.
Computers and related software, including word processing, spreadsheet and data base

applications.
Excellent oral and written communication skills.
The applications of effective customer service techniques.
Research, analytical and problem-solving tools and techniques.
Accident investigation techniques and procedures. Interviewing techniques.
Budgeting processes. Finance and procurement cost management.
Leadership skills and coaching and counseling techniques.
Customer service techniques and practices.
Conduct accident and incident investigations.
Provide direction and guidance to a team.
Planning and organize work for a team.
Use computers, automated systems and databases, and learn new computer software implemented by the District.
Learn District policies and regulations, laws governing location of underground utilities, and general principles of electric distribution and transmission.
Learn, interpret and apply District Directives, policies, procedures, the Collective Bargaining Agreement and the District's Accident Prevention Manual.
Develop working knowledge of federal, state, local laws and District regulations, policies and contracts.
Communicate, work effectively and foster partnerships with all levels of the organization, government agencies, vendors and the public.
Apply state insurance code and applicable statutes and regulations.
Negotiate in a professional and respectful manner.
Work with highly confidential and sensitive information.
Use independent judgement and act decisively in difficult situations.
Proactively and constructively deal with conflict.
Represent the District in court cases.
Work with confidential information appropriately.
Maintain accurate record systems and standards.
Work effectively as a team member.
Learn, interpret, and apply District directives and policies.
Gain the confidence, support, and cooperation of others.

Preferred Skills and Abilities:

Utility or municipal risk management experience.
Experience with risk management software applications.
Federal, state, and local laws, rules and regulations governing public sector, with particular emphasis on State of Washington claims management.
Electrical infrastructure design and code requirements.
Contractual insurance requirements for public/small work contracts.
Basic principles of electrical codes and line construction standards and method.
Collective Bargaining Agreements and their financial impacts on the claims function.

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

- Adaptability
- Aligning Performance for Success
- Building Customer Relationships
- Building Talent
- Coaching
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Customer Focus
- Delegation and Empowerment
- Driving for Results
- Driving Innovation
- Emotional Intelligence Essentials
- Empowering Decision Making
- Execution
- Guiding Team Success
- Initiating Action
- Inspiring Others
- Leveraging Feedback
- Positive Approach
- Professional Knowledge and Aptitude
- Selecting Talent
- Stress Tolerance
- Technology Savvy

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)

Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Seldom (1-10%)
Use distance vision	Seldom (1-10%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Seldom (1-10%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)

Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Seldom (1-10%)
Vibratory Tasks – Low	Seldom (1-10%)

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Seldom (1-10%)
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.
 Yes
 No

On-call activities and frequency.
 This position may be on-call to respond to serious injury accidents, property damage or other significant events. This may require driving to the scene and gathering evidence/taking photographs and/or witness statements. These event can occur at night, during inclement weather and require movement on uneven and/or confined spaces. Occasionally - 1x quarter or 4-6 times a year

Work Location

The primary assignment for this position is:
 Remote
 Office Hybrid
 On-Site
 Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.