

Risk Management Director

[USI Insurance Services](#)- WOODLAND HILLS, CA (Greater Los Angeles Area)

Job Description

JOB PURPOSE:

In order to support current and prospective clients and USI colleagues, Risk Management technical expertise and active participation is critical. To maximize value to current and prospective USI clients risk management must develop written risk management strategies/service plans for our large key clients. Risk management service plans should be based on an analysis of a client's past historical patterns and those areas where a client is experiencing disproportionate claim frequency or severity – as well as typical exposures for a particular industry segment. Service plans should be jointly agreed upon with clients and may incorporate a combination of written/contractual review, premises/site visits, regulatory compliance, and training activities. This would include development and oversight of carrier risk management services and may also include coordination with outside service vendors.

POSITION GOALS:

1. Effective leadership and management of the Risk Management department; Drive behaviors and results that ultimately demonstrate an economic value to our clients' C-Suites.
2. Provide value-added services to our clients and have the ability to quantify USI's value and effectively communicate the results to our clients.
3. Act as a single point of contact for the clients' risk management and safety needs.
4. Able to demonstrate the value-added services USI's Risk Management department provides for the client (example: Stewardship Report).
5. Develop rapport and communicate with clients and carriers, presenting materials that relate to the C-Suite.
6. Ability to identify and evaluate loss trends and loss drivers, and develop a plan of action to mitigate clients' costs.

RESPONSIBILITIES OF POSITION:

1. Act as a liaison between clients, USI, and insurance carrier personnel and is responsible for managing the risk process (claims reviews and loss control) activities.
2. Assist clients in solving service-related issues.
3. Review business operations and procedures to determine risk of loss.
4. Develop, oversee and coordinate carrier risk control/loss control activities and is responsible for holding the carrier accountable for achieving pre-determined risk management goals.
5. Make recommendations for corrective action or changes in operations for reducing risk of loss.
6. Coordinate with carriers to investigate accidents (OSHA-related, accidental death or dismemberment claims, or other major loss events) to ascertain causes and expedite claim.
7. Excellent presentation skills including effective oral and written communication.

8. Technical knowledge of product area or industry.
9. Knowledge of investigative procedures.
10. Analyze claim and accident history to identify trends and to develop loss prevention programs.
11. Develop, organize, and conduct training classes for clients and/or internal customers.
12. Manage and supervise risk management department to ensure a smooth daily workflow; effectively delegate, prioritize, determine and monitor disposition of tasks within the department.
13. Meet with the Stewardship/VIP accounts off premises on regularly scheduled reviews and Unit Statistical reviews of current clients. Assist producers in presenting the claims management program to prospective clients on a case-to-case basis.
14. Train, develop and supervise current and incoming staff in the unit. Assist in the selection of prospective new hires in the department.
15. Be familiar and compliant with the USI Risk Management Program (RMP).
16. Be a valuable resource to producers/departments by updating them of any significant rulings/changes/procedures in the Labor Code that will impact client servicing.
17. Act as a technical resource for production teams; participating in sales calls or client meetings as needed.
18. Calculation and comparison of loss rates, loss forecasting and stratifications.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS

This is a semi sedentary office position with employee working in a controlled office environment. This position also requires employee to travel and meet with clients on a regular basis. While in-house, the employee answers telephone calls and occasionally bends, reaches, pushes and pulls file drawers to file records and reports. Moves within the building to collect, deliver and copy documents. This position uses a computer terminal to access, input and retrieve data. Finger dexterity may be required to operate typewriter, computer keyboard and calculator. May need to lift up to 25 pounds.

Desired Skills & Experience

EXPERIENCE AND SPECIFICATIONS:

1. Seven to ten years of progressive experience in Commercial Risk Management, Claims and/or Loss Control. Demonstrated experience with multiline coverage including but not limited to G/L, executive liability, D&O, etc. ARM, CRM, and/or CPCU designations strongly desired.
2. Self motivated and ability to work independently without supervision and have excellent decision-making skills. Ability to understand varying client needs and be able to present and implement solutions to client.
3. Minimum of 3 years of progressive management experience with demonstrated strategic leadership abilities. Must have ability to create and implement department vision.
4. Strong analytical skills with demonstrated ability to identify and communicate ROI to client.
5. Familiarity with CA, NCCI rules and out-of-state workers' compensation laws.
6. Ability to operate office equipment such as computer terminals, calculators, copiers and fax machines.
7. Strong computer skills including Microsoft Word, PowerPoint and Excel experience.

8. Superior interpersonal, verbal/written communication and presentation skills. Must have boardroom presence and ability to effectively communicate in the C-Suite.
9. Above average ability to organization and prioritize effectively.
10. Ability to read, write, speak and understand English well.
11. Ability to get along with other employees, to follow directions and to work under stress.
12. Must be neat in appearance and look professional at all times, abiding by the company's dress code.
13. Valid California driver's license.
14. Valid Property & Casualty Insurance License.

Company Description

USI Holdings Corporation and its subsidiaries distribute property and casualty insurance and employee benefits products primarily to business clients and individuals in the United States. It operates in two segments, Insurance Brokerage and Specialized Benefits Services. The Insurance Brokerage segment provides property and casualty insurance products, including commercial property and general commercial liability, workers' compensation, surety bonds, professional liability products, and personal lines; and employee benefits products and related services, such as individual and group medical, life, disability, and dental insurance. It also offers association and other endorsed products through various affinity marketing channels; and specialty wholesale insurance products, such as pharmaceutical product liability, professional liability, long-term care, and non-standard physicians coverage through other insurance brokers. In addition, this segment provides retirement products, which include a range of consulting and administration services related to retirement plans and employee benefit plans; and other related products and consulting services, including life and disability insurance, annuities, and estate planning. The Specialized Benefits Services segment sells workplace benefits insurance products and services; and provides enrollment and communication services related to employee benefits. The company sells its products and services directly, as well as through professional associations and affinity groups, and other insurance brokers. Founded in 1994, USI is a leading distributor of insurance and financial products and services to businesses throughout the United States. USI is headquartered in Briarcliff Manor, NY, and operates out of 74 offices in 18 states. USI is a portfolio company of Goldman Sachs Capital Partners, a private equity affiliate of Goldman Sachs & Co. Additional information about USI may be found at www.usi.biz.