

Missouri Department of Transportation

Code: R01033

Title: Risk Management Technician

Exemption Status: Non-Exempt

Grade: 6

Job Description

Effective Date 01-01-2014

Replaces (Effective Date) 03-01-2008

General Summary The risk management technician provides routine administrative and paraprofessional support in risk management programs, including general liability, fleet vehicle liability, workers' compensation, property damage, and safety and employee health programs, including resolving routine issues and questions with a moderate degree of independence. Complex questions and nonstandard issues are referred to the appropriate personnel. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications High School Diploma or GED/HiSET
Two years of advanced (beyond entry-level) clerical experience in risk management related positions.

Supervisory Responsibilities None

Location Central and District Offices - Risk and Benefits Management

Special Working Conditions/Job Characteristics Job requires occasional, statewide, overnight travel.

Examples of Work

- (1) Receives fleet vehicle liability, general liability, property damage, and/or workers' compensation claims by mail, phone or in person and obtains necessary information, in writing or by phone/fax, to process claims.
- (2) Conducts preliminary investigations and assists in the maintenance, interpretation and reporting of accident, injury and/or property loss data.
- (3) Answers routine telephone inquiries on risk management matters and refers other inquiries to appropriate personnel.
- (4) Provides or obtains information to/from the general public, insurance companies, attorneys, physicians, contractors, police departments, employees and others in the completion of risk management claims, processes, programs or issues.
- (5) Maintains risk management databases and records; generates routine reports; may submit claimant data through electronic means to search for questionable claims.
- (6) Assists in record keeping and training activities related to safety training and other risk management

programs.

- (7) Coordinates orders and maintains records for the annual safety award program; assists with distribution of the awards.
- (8) May conduct building safety inspections of department owned and maintained buildings to identify safety hazards.
- (9) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.