

TITLE: CUSTOMER ACCOUNTING AND RISK SERVICES
ADMINISTRATOR

CODE: 12165

GENERAL DESCRIPTION:

This is very responsible financial management work involving the administration of customer account services and risk management.

Work involves responsibility for timely and accurate customer account services and for effective District claims, insurance and loss control administration. Duties include directing customer account management and problem resolution, claims handling, insurance administration and loss control operations. This position also has the responsibility for making difficult accounting and risk services administrative decisions. This work requires that the employee have considerable knowledge, skill and ability in customer accounting and risk management administration.

SUPERVISION RECEIVED:

Works under the general supervision of the Manager of the Treasury.

EXAMPLES OF DUTIES:

Schedules, assigns, directs and evaluates employees in a medium size work group in maintaining customer accounts and carrying out risk management programs.

Investigates sensitive and difficult claims and settles large claims for the District. Assists District Counsel in claims and collection matters and court proceedings.

Prepares reports, completes forms and compiles information on completed work assignments and employee effort. Analyzes information on work group efficiency and effectiveness.

Drafts the unit budget and controls and accounts for expenditures within fund allocations.

Trains and counsels employees. Administers union contract language and oral warnings and recommends higher level discipline. Assists in employee selection. Assures safe work practices.

Coordinates activities on a short and long term basis to assure personnel, materials and equipment necessary for projects and objectives.

Performs related work as required.

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KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of revenue accounting and risk management principles and practices.

Good knowledge of public administration principles and practices as applied to a medium size, very specialized work unit.

Considerable ability to communicate orally and in writing, to coordinate technical and specialized operational and administrative activities and to lead a work group.

Good ability to administer policies and procedures including scheduling, budgetary work, day-to-day problem solving and report writing.

Good ability to lead a work group directly and through a subordinate supervisor.

Considerable ability to establish and maintain effective working relationships with coworkers, vendors, consultants, other governmental agencies, and the general public.

QUALIFICATIONS:

A bachelor's degree from a recognized college or university in insurance, business or public administration or a related field plus six years of progressively responsible financial or insurance management experience including at least two years in a supervisory capacity, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

SPECIAL REQUIREMENTS:

None.