



IDENTIFICATION

Department	Position Title	
Finance	Risk Management Analyst	
Position Number(s)	Community	Division/Region(s)
15-15510	Yellowknife	Accounting Services/HQ

PURPOSE OF THE POSITION

The Risk Management Analyst is responsible for providing risk management and insurances services, including providing education and support to internal clients across the total organization, and administering the insured and self-insured claims programs and automobile insurance policy for GNWT Departments, boards, authorities and related agencies (clients); managing the Section's claims management database; and assisting with collection of underwriting information.

SCOPE

The Risk Management Analyst (Analyst) is located in Yellowknife and reports to the Manager, Risk Management and Insurance. The incumbent works in accordance with insurance policy contracts, territorial legislation, the Financial Administration Manual and insurance and risk management best practices to ensure the fair resolution of all insured and self-insured losses and claims. Claim settlements are reviewed, verified and recommended for payment to the Senior Risk Management Analyst.

The Risk Management Analyst is responsible for administering the below-deductible insured and self-insured claims programs (\$25,000 for general liability, and \$5 million for general property). The incumbent administers automobile insurance policies for clients, to ensure that clients are protected and third party claimants are dealt with fairly. The incumbent manages the Section's claims database, the source of loss data provided to insurers, and actuaries for claims under their control. The position analyses risks identified during the claims process that are associated with client operations, with the aim of mitigating those risks. This is done to protect the GNWT's assets and activities from the risk of loss by allowing for the fair and equitable settlement of claims, the placement of appropriate

insurance, the identification of risk exposures, and the recommendation of appropriate loss control programs.

The Risk Management Analyst provides continuing education and mentoring to clients to ensure their obligations are understood with regard to the GNWT's insurance contracts, risk management best practices and FAM obligations, in order to reduce the risk of loss and of the financial consequences of loss. The position assists with the collection of accurate underwriting information in order to properly present the GNWT's risk profile to insurers, so that appropriate insurance coverage is obtained for the best price.

The position works with the Loss Control Specialist in investigating risk exposures identified during the Claims process and ensures that risks are properly mitigated, for assigned files, to reduce the likelihood of loss and risk to client operations and the public.

The Analyst establishes and maintains positive relationships with insurance claims examiners, lawyers, adjusters, insurance brokers, and territorial businesses (repair facilities, rental companies, Municipal partners), and the general public presenting claims against the Government (or other clients). The incumbent also administers files assigned to independent adjusters for below-deductible claims.

The position works directly with clients during the claims process and has year-round responsibility for gathering information on the changing programs and activities that shape the GNWT's risk profile for insurers. This is an ongoing exercise, involving over 20 annual insurance policies with all lines of insurance coverage represented (property, liability, aviation, marine, auto, construction, etc.) that is rounded up in an annual submission to GNWT insurers.

Open claims in this section can exceed 250 at any time, and functional direction has to be provided to all clients concerning their administration. Reserves on below-deductible losses can be as much as \$5,000,000. Accurate, professional claims administration is essential to ensure claims are settled fairly and properly for all participants.

RESPONSIBILITIES

1. Administers claims, including determining which claims are to be handled in-house, by adjusters, or reported to insurers to ensure the GNWT's interests, both financial and legal, are protected.

- Determines applicability of insurance coverage for reported claims.
- Ensures timely reporting to insurers of all serious loss and below deductible claims and assists with the management of these complex files.
- Facilitates communication between the GNWT and insurers, ensuring all parties are fully aware of the claims management process.
- Achieves timely settlement of claims by investigation, negotiation and settlement with parties internal and external to government.

- Determines when to utilize services of appraisers, engineers and other experts and provides instructions to them to bring matters to a satisfactory and fair resolution.
 - Ensures accurate reserves are in place by determination of quantum and liability and completion of the required claims documentation.
 - Takes required action to recover losses from responsible third parties and/or their insurers and has the overall responsibility for pursuing claims against the GNWT purchased insurance.
 - Ensures accurate reserves are in place by determination of quantum and liability and completion of the required claims documentation, including claims management plans.
 - Ensures that the Senior Risk Management Analyst is aware of all major claims or claims having political implications.
- 2. Ensures all claims are tracked and reports prepared for insurers, clients and the Comptroller's Office.**
- Produces accurate claims and auto fleet inventory reports for the Section, Division, clients and Insurers as required.
 - Alerts clients and the Loss Control Specialist when trend analysis suggests activities or practices of concern that could benefit from risk mitigation.
 - Reports employee drivers of concern to Senior Risk Management Analyst, with recommendations for mitigation up to and including requirements for driver abstract review, recommendations for re-training and the withdrawal of driving privileges.
- 3. Ensures maintenance of the SAM Controllable Asset Module, including generating asset numbers for new controllable assets (including most vehicles and other mobile equipment), and the disposal of same.**
- Ensures all documentation supporting new and disposed acquisitions has been received before entry into the SAM.
 - Reconciles active auto fleet and mobile equipment inventories with individual departments.
 - Provides reports to insurers on a regular basis for live, insured inventory as well as the annual report used to procure automobile liability insurance.
- 4. Maintains the automobile fleet inventory and provides proof of insurance for all insured automobiles for all clients.**
- Obtains all documentation for newly insured vehicles.
 - Obtains all documentation for all disposed vehicles.
 - Distributes proof of insurance for all vehicles and cancels insurance for all disposed vehicles.
- 5. Assist with the collection of underwriting information, primarily fleet information from clients to support the annual underwriting submission required for the purchase of new or renewal of existing insurance policies.**
- Consults with clients to establish and maintain accurate GNWT asset inventories and relevant program information used to identify risk exposures and determine appropriate risk control methods and by insurers to determine appropriate premiums.

- Assists with the collection of marketing information for formal presentation for yearly insurance renewal negotiations, and update as required.
- 6. Assists in the management and administration of the GNWT's insurance and self-insurance programs, and provides support to the Senior Risk Analyst in communicating clients' responsibilities.**
- Reviews insurance policies to ensure that the issued contract accurately reflects the negotiated terms and conditions.
 - Responds to client inquiries regarding insurance policy coverage and loss reporting procedures.
 - Recommend changes to procedures based on claim trends.
 - Assists in the preparation and distribution of coverage summaries and other insurance forms.
 - Participates in preparing and presenting workshops and educational seminars to clients on risk management, claims obligations, and insurance coverage contractual obligations.
- 7. Assists with the review and recommendations for insurance coverage, indemnity obligations and limitation of liability in non-standard contracts, leases and agreements.**
- Reviews contracts, leases and agreements identifying risk exposures and determining the type and scope of insurance required of contractors and address deficiencies.
 - Reviews insurance policies furnished by contractors, and determines if contract insurance requirements have been met.
 - Reviews and recommends indemnification wording in contracts, leases and agreements ensuring that liability is placed with the appropriate party.
 - Reviews requests for exemption from contract insurance requirements and recommends acceptance or denial.

WORKING CONDITIONS

Physical Demands

No unusual demands. Occasional site inspections typically require walking to inspect property and facilities.

Environmental Conditions

Generally, normal office conditions. Fire-related losses may require site inspections under unsanitary conditions.

Sensory Demands

No unusual demands.

Mental Demands

There are frequent interruptions and changing priorities. The general work pace is constant, with little control by the incumbent. The nature of insurance claims involves dealing with stressed individuals in a variety of crisis situations. Occasional site inspections may require air travel to inspect property and facilities.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of major aspects of risk management including identification, and risk control techniques.
- Knowledge of all aspects of commercial insurance policies and practices, coverage issues, emerging trends, as well as indemnity obligations and limitations of liability in contracts and agreements.
- Knowledge of accepted legal and industry practices and procedures for the administration and settlement of claims and knowledge of claim negotiation principles.
- Knowledge and understanding of contract law and analysis of contracts to ensure proper allocation of risk.
- Effective written, non-verbal and verbal communications skills.
- Project management skills.
- Problem solving and decision making skills.
- Good negotiating skills.
- Proven organizational and time management skills.
- Ability to interpret Acts and Regulations, Directives, Departmental policies and procedures, collective agreements and various manuals to evaluate the government's exposure to risk and contribute to developing strategies for managing risk.
- Ability to develop and maintain effective working relationships with external and internal stakeholders.
- Ability to research and analyze relevant legislation.
- Ability to work independently and collaboratively.
- Ability to think systemically and apply sound analysis and judgment to decision making.

Typically, the above qualifications would be attained by:

Diploma in a related field; certifications in insurance and risk management or equivalent; and three (3) years of directly related experience. Equivalent combinations of educational qualifications and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Select language

Required

Preferred