

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

RISK MANAGEMENT SPECIALIST

FLSA STATUS: NON-EXEMPT PAY GRADE: 16-C

**JOB FAMILY: LEGAL COMPLIANCE & REGULATIONS
JOB FUNCTION: BUSINESS SERVICES**

GENERAL STATEMENT OF JOB

The Risk Management Specialist provides complex administrative and operational support to the Risk Management and Safety Department. This position manages workers' compensation and student injury claims, analyzes situations, data, and requests and determines appropriate action. This position conducts safety investigations and oversees compliance-related processes and confidential matters with discretion.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Manages all workers' compensation claims involving college employees, student workers, and volunteers. Coordinates with third-party administrators, ensures proper documentation is received, and facilitates medical care. Manages all student injury claims and decides coverage under the self-insured program. Safeguards confidential information according to Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA) rules. Handles subpoena requests by researching related claims and providing findings to the supervisor.

Guides staff through the workers' compensation and student injury claims process by providing training and assistance to supervisors, faculty and staff. Ensures proper forms are completed, procedures are followed and facilitates access to appropriate medical care. Participates in regular claims meetings with the third-party administrator and applies comprehensive knowledge of workers' compensation laws and regulations to ensure compliance and effective case management.

Conducts safety incident investigations. Identifies root causes, develops an action plan and makes appropriate recommendations based upon the investigation to prevent recurrence.

Uses the enterprise resource planning (ERP) systems to manage purchases and payments for the department. Reconciles accounts weekly, tracks budgets, and prepares reports. Handles fund transfers and ensures incoming payments are properly recorded.

Processes invoices for insurance, claims, regulatory fees, and other department expenses. Verifies accuracy, negotiates agreements with providers, applies discounts, contacts vendors if needed, and ensures timely payment using the appropriate method.

Oversees the end-to-end process for approving College vehicle drivers, including monitoring and processing requests through the department and Florida Motor Vehicle Services database, maintaining the SharePoint list of approved drivers, distributing approval notifications, and conducting a biannual review of all active drivers to ensure compliance with College policy.

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Maintains organized electronic files for the department using shared drives and document management system. Ensures documents and invoices are properly filed, manages group emails, and handles annual records cleanup during the Records Management cycle.

Operates and maintains multiple internal and external database systems and the Florida Motor Vehicle Services platform to process injury and workers' compensation claims, monitor driver eligibility, respond to time-sensitive alerts, and generate reports.

Serves as the Committee Secretary for the Occupational Health and Safety Process Team and the Academic Safety Process Team. Takes and prepares quarterly meeting minutes for review and publishes final versions on SharePoint. Posts campus safety committee minutes to SharePoint and serves as a member of all Campus Safety Teams and the College Wellness Committee.

Prepares annual insurance loss reports and manages certificates of insurance for various programs. Keeps the recipient list updated, sends out renewed certificates and notifies the supervisor of any requested changes. Assist supervisor with liability, auto and property insurance claims made against the College.

Provides support to create and maintain a safe and compliant campus environment supportive of employee and student needs.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

None.

MINIMUM QUALIFICATIONS

Associate's degree from a regionally accredited institution and two (2) years of experience in administrative functions, multi-tasking, long range planning and/or projects that demonstrate a high degree of organization and independent judgment. Budget experience, database experience, and proficiency in technology and administrative systems.

PREFERRED QUALIFICATIONS

Associate's degree from a regionally accredited institution and three (3) years of experience in administrative functions, multi-tasking, long range planning and/or projects that demonstrate a high degree of organization and independent judgment. Budget experience, database experience, and proficiency in technology and administrative systems.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of

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sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 9/15/25