

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS SERIES TITLE: Risk Management Technician I/II (ACS)

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES

To p

Technical aspects of field of specialty

Modern office equipment, practices and procedures

Oral and written communication skills

Interpersonal skills using tact, patience and courtesy

Telephone techniques and etiquette

Correct English usage including grammar, punctuation, spelling, and sentence structure

Ability to:

Operate standard office equipment including microcomputers and related software applications

Communicate effectively orally and in writing

Plan and organize work

Meet schedules and timelines

Maintain records and prepare reports

Work independently with little direction

Effectively operate and desktop computer and assigned software

Keyboard/type accurately at a rate required for successful job

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insurance industry setting and at least two (2) years of experience comparable to that of a Risk Management Technician I.

WORKING CONDITIONS:

ENVIRONMENT: Indoor and outdoor environments.

PHYSICAL ABILITIES: Ability to read small print of code, insurance policies and computer printouts; hear and speak to converse over the telephone and in person with others; manual dexterity of hands and fingers to operate a computer keyboard, telephone and other office equipment; sitting or standing for extended periods of time; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects; hearing and speaking to exchange information and make presentations; move over rough terrain and climb ladders to investigate claims; and seeing to read and write reports.

OTHER CHARACTERISTIC: Must be willing to work such hours as necessary to accomplish the job requirements; ability to drive; travel locally to attend meetings and to investigate claims; travel further distances to attend seminars and conferences.

HAZARDS: Working from heights; potential for exposure to chemicals and fumes; potential for contact with dissatisfied or abusive individuals; traffic hazards.

BARGAINING UNIT: Office, Technical, and Business Services (OTBS) Unit

Approved by Personnel Commission: April 10, 2008

Revised: 11/12/09