Association of Washington Cities (AWC) is recruiting for a full-time Program Manager for the AWC Risk Management Service Agency to join our dynamic and fast-paced team. The top candidate will have strong leadership and interpersonal skills with knowledge of risk pools.

**What you'll be doing**

* Lead the program, including oversight of the claims, loss prevention and member service activities
* Coordinate with staff on claim settlements within assigned authority
* Manage claim settlements and updates under the authority of the Board of Directors
* Determine the program’s insurance requirements; manage, coordinate, and recommend various insurance coverage options including levels of self-insured retention (SIR), reinsurance, excess insurance and other methods of risk transfer
* Review and analyze proposed state and federal legislation and court decisions applicable to public municipal liability and propose appropriate course of action
* Assure the program complies with current local, state and federal requirements
* Monitor the services and work products of consultants, legal counsel and contract vendors required for program provisions and assure the successful outcome of deliverables
* Develop and maintain effective mechanisms to identify member needs in the areas of risk management, claims handling and loss prevention, including addressing problems, complaints or opportunities for improved service
* Plan, evaluate and develop recommendations for changes to existing, new or expanded risk management and loss prevention programs
* Make recommendations on policies and procedures, service providers, and all other aspects of the program
* Develop and maintain effective communications with members regarding current risk management and loss prevention services
* Oversee the development and implementation of policies and procedures necessary for efficient claims management
* Develop and manage annual budget, including operating fund and invested reserves
* Coordinate coverage appeals
* Review member’s contracts for scope of service; recommend types of insurance coverage and limits
* Review indemnification and hold harmless language for transfer of risk and communicate such with members
* Communicate underwriting guidelines to members
* Provide leadership and direction to staff to provide high quality risk management, loss prevention, and claims handling services consistent with policies and procedures
* Coordinate the efforts of the program operations
* Supervise five full-time employees

**What you bring to the team**

* Bachelor’s degree in business, finance, public administration, insurance, or a related field; Master’s degree preferred; experience may be substituted year-for-year for academic achievement
* Certifications and licensing relating to field desired
* 7 years’ increasingly responsible professional level experience in liability claims management, risk management, or related field
* 3 years’ experience in a supervisory position or demonstrated ability
* Outstanding organizational and leadership skills
* Extensive working knowledge of claims handling principles, state and federal statutes/regulations/codes, general insurance and risk management practices and principles, understanding and interpreting coverage agreements, and civil law
* Knowledge of advanced math, accounting and finance principles, actual cash value calculations, jury verdict value vs. settlement values, and depreciation calculations
* Knowledge of all aspects of local government leadership, management and operations
* Ability to lead, motivate, and manage a team of employees in such a way as to accomplish organizational goals
* Possess strong communication skills, articulate clearly both with the written and spoken word
* Ability to make effective decisions and to act independently in managing and coordinating assigned duties
* Ability to be flexible and open to changing priorities and managing multiple tasks simultaneously within compressed timeframes
* Ability to meet deadlines and complete assigned tasks in a timely manner
* Ability to plan, organize and prioritize multiple diverse work tasks for self and others
* Ability to model the organization’s high standards of quality customer service to all internal and external customers
* Ability to advocate for members while protecting assets of the risk pool
* Ability to remain impartial and treat all members fairly
* Proficient in Microsoft Office Professional and have the ability to learn and use a wide variety of proprietary software

**How to Apply**

Only candidates who reflect the minimum qualifications listed on the job description will be considered. To apply for this position and view the job description, please visit the AWC website at <https://wacities.org/about-us/join-our-team>.

Failure to follow the application instructions below may lead to disqualification. Complete the application and attach:

* + A cover letter that specifically addresses how you meet the qualifications for this position
  + Current resume

**Recruitment is open until filled. To be considered for the first round of interviews, please submit your application packet by July 19, 2021.**

We value our employees hard work, integrity and dedication to our members. In return for your service, we offer you a starting annual salary of $103,847 – 110,662 DOQ.

If you have questions about process, or need reasonable accommodations, please email [recruiting@awcnet.org](mailto:recruiting@awcnet.org).

AWC is a private, nonprofit, nonpartisan organization, which provides a wide array of legislative, training, and other services to all 281 cities and towns in the state of Washington.

We subscribe to the principles of an equal opportunity employer and shall recruit, interview, hire, classify, train, promote, demote, discipline, transfer, terminate, and set rates of pay or other compensation on the basis of merit and qualification without regard to race, religion, creed, color, national origin, age, sex, sexual orientation, gender identity or expression, physical disability, or genetics.