

Missouri Department of Transportation Job Description

Job Title: Risk Management Technician

Title Code: R01033

Salary Grade: 2

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: Central and District Offices – Employee Health and Wellness, Safety and Emergency Management

Effective Date: 12-16-2024

Replaces (Effective Date): 11-01-2023

General Summary

The risk management technician provides routine administrative and paraprofessional support in risk management programs, including general liability, fleet vehicle liability, workers' compensation, and safety and employee health programs, including resolving routine issues and questions with a moderate degree of independence. Complex questions and nonstandard issues are referred to the appropriate personnel. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Receives fleet vehicle liability, general liability, and/or workers' compensation claims by mail, phone, or in person and obtains necessary information in writing or by phone/fax to process claims.
2. Conducts preliminary investigations and assists in the maintenance, interpretation, and reporting of accident, injury, and/or property loss data.

3. Answers routine telephone inquiries on risk management matters and refers other inquiries to appropriate personnel.
4. Provides or obtains information to/from the general public, insurance companies, attorneys, physicians, contractors, police departments, employees, and others in the completion of risk management claims, processes, programs, or issues.
5. Maintains risk management databases and records; generates routine reports; may submit claimant data through electronic means to search for questionable claims.
6. Assists in record keeping and training activities related to safety training and other risk management programs.
7. Coordinates orders and maintains records for the safety recognition program.
8. May conduct building safety inspections of department owned and maintained buildings to identify safety hazards.
9. Performs other responsibilities as required or assigned.