

Missouri Department of Transportation Job Description

Job Title: Senior Risk Management Technician

Title Code: R01034

Salary Grade: 4

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 senior risk management technician provides advanced administrative and paraprofessional support in risk management programs, including general liability, fleet vehicle liability, workers' compensation, and safety and employee health programs, including resolving standard issues and minor non-standard issues with a high degree of independence. Complex nonstandard issues or special problems are referred to the appropriate personnel. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET
- Two years of technical experience in risk management related positions.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Receives, investigates, processes, and maintains files for risk management claims, including workers' compensation, fleet vehicle liability, and general liability.
2. Notifies supervisors of random drug and/or alcohol testing and receives and processes results; receives pre-employment/post-offer physical reports and processes results.

3. Reviews incidents for formulating preventative measures and assists risk management specialists in development of loss control and/or loss prevention programs; reviews incident data and records to identify potential trends.
4. Maintains databases and spreadsheets for risk management programs; compiles data to prepare various risk management reports.
5. Answers telephone inquiries on risk management matters, refers more complex questions to appropriate personnel, obtains and provides general information to/from the general public, insurance company personnel, attorneys, physicians, contractors, police departments, employees, and others.
6. Coordinates orders and maintains records for the safety recognition program; may serve on district safety committee.
7. Investigates workers' compensation claims for validity; gathers information regarding the cause of injury and recommends preventative measures.
8. Reviews invoices and processes for payment using financial management and risk management software; clarifies questionable billings with appropriate staff.
9. May perform building/work zone inspections, review work activities, and recommend preventative actions to supervisors and employees to reduce or eliminate unsafe conditions.
10. May schedule, promote, conduct and/or maintain records for safety/health training programs and screenings.
11. Performs other responsibilities as required or assigned.