

**INSURANCE MANAGER**  
(Albany Housing Authority)

**DISTINGUISHING FEATURES OF THE CLASS:** Under general supervision of the Director of Security, an incumbent of this position performs complex clerical support work and administrative tasks for the department/division head. The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures of a department. The work involves responsibility for updating, maintaining and organizing records and reports for the assigned division. The ability to interact with tenants, landlords, and supervisory staff as well as exercise independent judgment is a major aspect of the work.

Under the general direction of the Director of Security, the incumbent is responsible for the administration of insurance programs associated with risk management. The incumbent schedules inspections, maintains the database, and coordinates inspection reports within the Albany Housing Authority. Supervision over others is typical of this class.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Coordinates and implements the administration of office records, correspondence and other documents related to inspections, violations, work-orders and re-inspections in order to ensure accurate and complete documentation is computerized;
- Assists in the coordination of insurance related repair/work-orders for all housing developments by maintaining a computerized system, reviewing entries for accuracy, and ensuring all repairs/work-orders are in compliance with insurance regulations;
- Assists Housing Inspectors in the coordination of required paperwork by reviewing packets and providing notification of incomplete or missing documentation, and assists in the resolution of obtaining all required documents;
- Contacts and assists tenants regarding missing, incomplete or unsigned property damage claims or reports;
- Maintains computerized scheduling system for inspections and housing violations;
- Coordinates with insurance companies to assist in claim processing, investigations, and to ensure documentation is available and accurate;
- Manages the prompt and accurate recording/documentation of any accident occurring on the AHA property;
- Maintains database identifying all insurance related documentation required by and for contractors performing services for the Authority;
- Schedules inspections and maintains database of inspections;
- Coordinates reporting requirements with insurance companies on incidents, insurance claims and accidents at development sites that may result in liability risk to the Authority;
- Develops, and maintains close working relationships with residents and insurance companies;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of public administration theories and principles;
- Good knowledge of the organization and functions of Housing Authority;

- Good knowledge of safety inspections and risk management administration;
- Good knowledge of dispatcher operations and procedures;
- Good knowledge of inspection procedures used to examine building components to identify unsafe or unsanitary conditions;
- Good knowledge of personal computers and office equipment;
- Ability to supervise the work of others;
- Ability to interact with residents and insurance representatives;
- Ability to communicate effectively;
- Ability to prepare written reports and records;
- Ability to work independently;
- Ability to analyze reports and data;
- Good judgment;
- Integrity;
- Tact;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher and four (4) years fulltime paid experience in a public agency or private industry involving insurance claims, claims adjustments, or benefits administration two (2) of which must include supervisory authority; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher and four (4) years fulltime paid experience in criminal justice, industrial security, residential security or a housing safety program, two (2) of which must include supervisory authority; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of responsible fulltime paid experience as described in (B) above; of which at least four (4) years must include supervisory authority; **OR**
- D. Graduation from high school and seven (7) years of responsible fulltime paid experience as described in (A) above; of which at least five (5) must include supervisory authority; **OR**
- E. Any equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

**SPECIAL NOTE:** A valid NYS Driver's License and availability of private vehicle is required at the time of appointment and for the duration of employment.