

INSURANCE MANAGER
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Director of Security, the incumbent is responsible for the administration of insurance programs associated with risk management, while helping to minimize risk in our day to day operations. Supervision over others is typical of this class.

The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures of all departments. This role, acts as a liaison between tenants, landlords, insurance brokers & claims adjusters, members of the police force, court officials, and AHA staff . Exercising independent judgment is a major aspect of the work.

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;
- Oversees 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;
- Oversees the coordination of required paperwork by reviewing incident reports and providing notification of incomplete or missing documentation, and assists in the resolution of obtaining all required documents from AHA staff and/or residents;
- Coordinates with insurance companies to assist in claim processing, investigations, and to ensure documentation is available and accurate;
- Maintains database identifying all insurance related documentation required by and for contractors performing services for the Authority;
- 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;
- Manages relationships with third party service providers including brokers, underwriters, and other third-party administrators.
- Evaluates and provides recommendations regarding selection of policies, including but not limited to: Property, Casualty, General Liability, Workers' Compensation, Directors and Officers, Flood, Builder's Risk, Crime (Fidelity), and Cyber-risk policies.
- Coordinates and submits, as necessary, the gathering of insurance policy renewal data.
- Manages the workers' compensation and incident reporting program and processes, assesses, and reports claims to carriers as appropriate.
- Acts as liaison to insurance broker to ensure that all properties are covered
- Maintains AHA Fleet files
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- ~~Good knowledge~~Strong understanding of public administration theories and principles;
- ~~Good-Thorough~~ knowledge of the organization and functions of Housing Authority;
- Proficient ~~Good knowledge~~ understanding of safety inspections and risk management administration;
- Good knowledge of dispatcher operations and procedures;
- ~~Good-Thorough~~ knowledge of inspection procedures used to examine building components to identify unsafe or unsanitary conditions;
- ~~Good knowledge of personal computers and office equipment~~ Proficient computer skills, including aptitude with Microsoft Office suite;
- Ability to supervise the work of others;
- Ability to interact with residents and insurance representatives;
- ~~Ability to communicate effectively~~Excellent communication skills, both verbal and written;
- Ability to prepare written reports and records;
- Ability to work independently;
- Ability to analyze reports and data;
- Good judgment;
- Ability to uphold and maintain image and integrity of AHA at all times
- 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 a Bachelor's Degree or higher and two (2) years fulltime paid experience in a public agency or private industry involving insurance claims, claims adjustments, housing programs, 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 a public agency or private industry involving insurance claims, claims adjustments, housing programs, or benefits administration 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. Any equivalent combination of training and experience as defined by the limits of (A), (B), and(C) above.

SPECIAL NOTE:

- A. A valid New York State driver's license is required at the time of appointment and for the duration of employment.

- B. HCV Housing Quality Standards Specialist (HQS) certification is required. Qualified candidates will be required to meet the HQS requirement by obtaining certification within six months of employment.
- C. UPCS Fundamentals Specialist (UPCS) certification is required. Qualified candidates will be required to meet the VPM requirement by obtaining certification within six months of employment.
- D. New York State Code Official certification is required. Qualified candidates will be required to meet the Codes Official requirement by obtaining certification within eighteen months of employment.