

Classification Description

Job Title: Manager, Risk and Records Management **Pay Grade:** 119

Job Code: 4781

FLSA Status: Exempt

Job Purpose

The Manager, Risk and Records Management provides highly professional and specialized work in the Office of the General Counsel with College-wide risk management responsibility. This position serves as the College's subject matter expert on risk management and insurance compliance.

The Manager, Risk and Records Management responsibilities include, but are not limited to, the administration of various insurance programs, including renewals and claims management, records management related to risk and College-wide records retention schedules, and assessing risk requirements for College contracts and making recommendations regarding those matters to the Office of the General Counsel for final decision-making. This position exercises independent judgment in evaluating contractual risk and determining insurance requirements.

General Responsibilities

Essential Functions

Responsible for the leadership, program development, thought leadership, and management necessary to identify, evaluate, mitigate, and monitor FSW's operational risks and serves as the College's subject matter expert on enterprise risk management and insurance compliance.

Oversees operational risk management activities across the College, including evaluating contractual and general liability exposures and determining appropriate insurance requirements.

Exercises independent judgment in evaluating contractual risk and determining insurance requirements and advises the Office of the General Counsel regarding appropriate risk transfer mechanisms and insurance provisions.

Develops, manages, and oversees the day-to-day processes of the College's risk programs, identifying and assessing exposures that could impede the safety, security, or financial success of the College. Conducts risk assessments, collects and analyzes documentation, statistics, reports, and market trends that may affect the College. Ensures risks are identified early to mitigate any threat to College resources. Implements the overall risk management process for the organization.

MANAGER, RISK AND RECORDS MANAGEMENT

Develops and recommends institutional risk mitigation strategies for executive leadership; provides periodic risk exposure analyses and recommendations to senior leadership; and identifies emerging risks that may affect College operations, assets, or reputation.

Directs and oversees the daily operations including, but not limited to, timely submission of athletic injuries, international travel claims, allied health claims, intern student accident claims, and property and casualty claims and maintains regular contact with claims representatives on open claims. Reviews all Accident/Incident Reports and claims to determine, in concert with the College's Office of the General Counsel, the College's legal exposure. Works with third-party administrators and investigates, gathers evidence, photographs, and interviews witnesses.

Maintains communications and records related to claims such that all interested parties are informed of the status of any claims.

Manages completion of the College's numerous insurance applications and renewals of existing policies. Issues premium payments to the Florida College System Risk Management Consortium, submits insurance schedule and endorsement change requests to the Consortium, and responds to Consortium requests.

Works with appropriate departments to submit annual enrollment forms to the Consortium for property, casualty, allied health, professional liability, fine art, cyber risk, camps, athletics, crime, and any other additional insurance coverage the College maintains or acquires. Assists the Campus Police Department with College-wide employee training as it relates to safety and security.

Prepares loss analyses and budgets, identifies exposures, recommends solutions, implements approved programs, promotes loss prevention, updates and monitors compliance with insurance procedures, and develops and manages safety and risk management manuals. Maintains relevant College Operating Procedures related to insurance, risk programs, and accident and incident reporting.

Formulates, develops, and coordinates safety and loss control functions of the organization. Designs and directs a program to reduce accidents, occupational illnesses, and exposure to long-term health hazards through the safety training of supervisors and managers. Maintains compliance with governmental regulatory agencies. Responsible for identifying causes of past accidents. Works with sensitive and confidential materials.

Coordinates College-wide business continuity and disaster recovery planning efforts, collaborating with departments to develop, maintain, test, and periodically update continuity and recovery plans to support institutional resilience and operational readiness.

In the event of a disaster, administers FEMA claims, including verifying claims for accuracy, managing claims, and submitting all files to the FEMA portal, acts as liaison between the College and FEMA, files all claims for FEMA and other reports, as necessary. Works in collaboration with facilities staff to assess, document, and report damage to the Florida College Risk Management Consortium, the College's insurance carriers, and FEMA.

MANAGER, RISK AND RECORDS MANAGEMENT

Represents the College as the Records Management Liaison Officer for the State of Florida.

Performs records management, retention scheduling, and disposition in accordance with the Department of State, Division of Library and Information Services' rules. Attends Bureau of Archives and Records Management seminars, ARMA, and Florida RIMS conferences and meetings as needed; coordinates and manages the approval and processing of record destruction with other College departments according to Bureau of Archives and Records Management retention schedules; and conducts annual records management training for College employees.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Four (4) years of professional work experience in a risk management or insurance-related field.

Florida Adjuster's (620), Florida General Lines Agent (220), Florida Customer Service Representative (214) license; Associate in Risk Management (ARM), Chartered Property & Casualty Underwriter (CPCU), or Associate in Claims (AIC) insurance designation. An appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office/Excel and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Knowledge of HIPAA, Public Records, Sunshine Law, FERPA, and other laws/regulations related to student and employee privacy, public information, records retention, and insurance.
- Knowledge of medical and technical terminology that may be related to claims handling.
- Ability to manage projects and activities to successful completion.
- Interact frequently face-to-face, on the telephone, and through letter or memo with employees, students, and members of the community.

MANAGER, RISK AND RECORDS MANAGEMENT

- Utilize effective oral and written communication skills in dissemination of information, providing responses, and handling complex issues.
- Assure accuracy in processing and verifying insurance documents, maintaining files and records, and in administering various functions
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational and leadership skills and be detail-oriented.
- Work effectively with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.
- Understand and abide by Board of Trustees policies and College Operating Procedures.

MANAGER, RISK AND RECORDS MANAGEMENT

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 9, 2026.