



# Liability Program Manager

## JOB INFORMATION

<b>Job Title:</b> Liability Program Manager		<b>Date:</b> July 1, 2025	
<b>Department:</b>	Member Services	<b>Salary Range:</b>	See schedule
<b>Reports to:</b>	Claims & Insurance Director	<b>Supervises:</b>	None
<b>Work Location:</b>	California JPIA campus / Hybrid	<b>Work Setting:</b>	Office
<b>Workdays:</b>	Monday – Thursday	<b>Work Hours:</b>	7:00 a.m. – 6:00 p.m.
<b>Employment Classification:</b>	Full time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/>	Exempt <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/>	At will <input checked="" type="checkbox"/>
<b>Travel Required:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>Driving Required:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Appearance/Attire:</b>	Business casual; professional attire as required.	<b>Exposure to Others:</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

## POSITION SUMMARY

Functions as the primary liaison between the Authority and members with respect to general liability claims. Under general supervision, assists members in implementing programs and strategies to decrease liability claims and losses; manages the liability claims program; oversees the activities of the liability claims third party administrator; oversees litigation and adjusting activities related to member liability claims as well as the liability defense panel. Participates in and carries out duties related to the Authority's Loss Control Action Plan (LossCAP) program. Performs other duties as assigned.

## ESSENTIAL JOB FUNCTIONS/DUTIES

TASKS	Essential (E) Non-Essential (N)	Percentage of Time Per Week
<ul style="list-style-type: none"> <li>Oversee the activities of the Authority's third-party administrator (TPA), including caseload, delayed and/or denied claims, attorney and investigation referrals, legal correspondence, loss reporting, data integrity, and annual audit.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	50 – 75%
<ul style="list-style-type: none"> <li>Oversee claims investigations, case strategy development, evaluations, and settlement negotiations that exceed established TPA authority.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	50 – 75%
<ul style="list-style-type: none"> <li>Attend hearings, mediations, and trials, as necessary.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Authorize settlements within established LPM authority and recommend settlements that exceed established authority to the Executive Committee.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Determine if claims or suits should be settled or litigated with direction from the Claims and Insurance Director, as needed.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	25 – 50%
<ul style="list-style-type: none"> <li>Arrange post-settlement or trial information and guidance to members who have experienced costly claims, providing lessons learned reports and access to defense counsel and expert witnesses.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Function as a liaison between members and the third-party administrator developing strategies to handle specific cases in consultation with the appropriate parties and take appropriate action to resolve issues and concerns.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Provide written and quantitative analysis of claims, trends, and other metrics.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Provide subject matter expertise, direction, and advice to Authority staff and members regarding legal principles, government immunities, policies, and procedures in order to ensure regulatory compliance, cost containment, and effective communication.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Work with members by offering advice or guidance in a number of areas related to risk management and liability exposures on a one-on-one basis, and by arranging meetings at member locations.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	0 – 25%

<ul style="list-style-type: none"> <li>Work with the Authority's Training Division in order to develop ad-hoc training solutions.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Work with the Authority's program managers in order to facilitate the coordination of risk management efforts.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Demonstrate a competency in understanding the Memorandum of Liability Coverage and be the leading resource to staff and members relative to that document. Lead annual meetings to review and analyze the document for needed edits or amendments.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	25 – 50%
<ul style="list-style-type: none"> <li>Develop strong commitment toward risk management among members.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	50 – 75%
<ul style="list-style-type: none"> <li>Make presentations to member staff, appointed officials, and elected officials including remote or in person closed session meetings with members' council.</li> </ul>	E <input type="checkbox"/> N <input type="checkbox"/>	N <input checked="" type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Make periodic presentations about Authority programs and services at public meetings.</li> </ul>	E <input type="checkbox"/> N <input type="checkbox"/>	N <input checked="" type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Communicate effectively with attorneys, claim personnel, and members in a courteous, persuasive, and diplomatic manner.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	75 – 100%
<ul style="list-style-type: none"> <li>Maintain effective communication with the Claims and Insurance Director regarding claims with significant exposure.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	75 – 100%
<ul style="list-style-type: none"> <li>Develop, analyze, administer, and monitor the liability program budget, ensuring activities are in compliance with the approved budget. Evaluate and adjust budget projections, as necessary.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Carry-out project management responsibilities for a variety of Authority projects.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Research, analyze, plan, organize, schedule, and implement insurance and risk management programs.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Complete agreed upon goals and objectives.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	25 – 50%
<ul style="list-style-type: none"> <li>Prepare agenda items, staff reports and memos; research and prepare articles for the <i>Authority</i> newsletter. Make presentations to the Executive Committee.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Ensure effective communications both internally and externally; consistently deliver a professional image in internal and external written and verbal communication.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	50 – 75%
<ul style="list-style-type: none"> <li>Establish and maintain effective working relationships with co-workers, members, strategic partners, vendors, and the general public.</li> </ul>	E <input checked="" type="checkbox"/> N <input type="checkbox"/>	N <input type="checkbox"/>	50 – 75%

<ul style="list-style-type: none"> <li>Attend and participate in departmental and organizational meetings to include in person LossCAP meetings. Attend Authority committee meetings including Executive Committee, Managers, Finance Officers, and other meetings..</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Drive personal vehicle to attend presentations at member agencies; attend professional workshops, meetings, and conferences. Travel throughout California.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Work hours necessary to carry out the requirements of the job. Be present, in person, on campus in La Palma, all day Tuesday, Wednesday and Thursday for on-campus week, once per month.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	75 – 100%
<ul style="list-style-type: none"> <li>Work independently and exercise broad judgment.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	50 – 75%
<ul style="list-style-type: none"> <li>Manage the liability attorney defense panel to include mediating disputes, deletion or addition of law firms, guidelines, and hourly rates.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Coordinate the annual Liability Attorney Summit to include securing speakers, completing the agenda, working with staff on notices and hosting the event on campus.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Establish a good working relationship with liability excess and reinsurance brokers, attend meetings as needed.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Ensure quarterly Large Loss Meetings are conducted with liability TPA and any significant results reported to liability brokers.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Participate in EPL Hotline meetings where liability exposure is eminent and coordinate same when Employment Practices Manager is on leave.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Lead members in response to significant incidents to include securing defense counsel, subject matter experts, public relations assistance and organizing team calls.</li> </ul>	E <input checked="" type="checkbox"/>	N <input type="checkbox"/>	0 – 25%
<ul style="list-style-type: none"> <li>Support the Authority's administration of the Contract Cities Liability Trust Fund by reviewing claims and suits, reporting to excess insurance carriers, and attending monthly meetings.</li> </ul>	E		0 – 25%

## QUALIFICATIONS

List the minimum requirements for the position.	Required	Preferred
<p>Education:</p> <p><i>Any combination of education and experience that would provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:</i></p> <p>A bachelor's degree from an accredited college or university, preferably in public administration, business</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

administration, risk management or related field is required. ARM and/or CPCU designations are beneficial.		
<p>Experience:</p> <p>Minimum of ten years progressive and well-rounded insurance industry experience, including exposure to risk management, claims adjusting, and account administration. Knowledge of third-party claims administration desired. Experience in the California legal environment pertaining to civil litigation including an understanding of the strengths and weaknesses of regional mediators, arbitrators, and judges presiding over settlements. Experience relating to insurance for public entities desired.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Job-related Certifications/Licenses:</p> <ul style="list-style-type: none"> <li>Valid California Class C Driver License</li> <li>Associate in risk management (ARM) and/or Chartered Property Casualty Underwriter (CPCU)</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>Alternative dispute resolution techniques.</li> <li>Tort, contract, and insurance law.</li> <li>Claims management and risk management information systems.</li> <li>Report writing.</li> <li>Management and supervisory principles and practices. High quality customer service methodology and principles. Local government structure and operations.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Ability and Skills:</p> <ul style="list-style-type: none"> <li>Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.</li> <li>Strong organizational, planning, project management, problem resolution, communication, presentation, facilitation, and influencing skills required.</li> <li>Thoughtfully assess and manage risk.</li> <li>Lead and motivate third party administrator and defense attorneys to produce work in accordance with established standards.</li> <li>Plan, organize, assign, coordinate, and manage the activities outside contractors.</li> <li>Develop clear, concise, and comprehensive studies, reports, and agenda items.</li> <li>Excellent creative and conceptual thinking abilities.</li> <li>Exercise judgment and tact in the application of rules, regulations, policies, and procedures in dealing with others in difficult or sensitive situations.</li> <li>Work effectively in a collaborative environment.</li> <li>Think globally and carry out complex projects independently in a multi-task environment, as well as part of a team.</li> <li>Communicate effectively with leadership, supervisors, staff, and the general public.</li> <li>Communicate effectively orally and in writing.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<ul style="list-style-type: none"> <li>Highly computer literate with in-depth knowledge of MS office and web-based systems.</li> </ul>		
Transportation (personal vehicle)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Automobile liability insurance complies with Vehicle Usage Policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving Record acceptable per Vehicle Usage Policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enrollment in DMV Pull Notice Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL REQUIREMENTS				
<b>LIFT/CARRY</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PUSH/PULL</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>MOVEMENT</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Couch/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Arm Use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Wrist Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Repetitive Hand Use</i>				
a) Grasping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b) Squeezing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C) Fine finger manipulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb stairs/Ladder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>EQUIPMENT USE/OPERATION</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
Motor Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operate Foot Pedals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>WORK WITH OR NEAR</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ENVIRONMENT</b>	<b>Never 0%</b>	<b>Occasional 1 - 33% of the time</b>	<b>Frequent 45 - 66 % of the time</b>	<b>Continuous 67 - 100% of the time</b>
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>ENDURANCE</b>		
<b>Task</b>	<b>Hours at One Time</b>	<b>Hours in a 10-Hour Day</b>
Sit	One hour	Seven hours
Stand	30 minutes	1.5 hours
Walk	10 minutes	1.5 Hour

## MENTAL AND PSYCHOLOGICAL DEMANDS

	Never 0%	Occasional 1 - 33% of the time	Frequent 45 - 66 % of the time	Continuous 67 - 100% of the time
Comprehend and Follow Instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Perform and Complete Assigned Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Perform Complex or Varied Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintain Work Pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Relate to Others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advise, Counsel, Influence, Lead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Train or Give Instruction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Supervise Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervise Non-Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Represent the Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interact with the Public	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Participate in Team or Group Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**ADDITIONAL COMMENTS (including clarification of any of the above)**