



RECRUITMENT ANNOUNCEMENT (1-26-2012)

The North Carolina League of Municipalities is initiating the recruitment process for the following position in the Risk Management Services (RMS) unit. The purpose of this position is to direct and manage the activities of the risk management consulting, human resources consulting and marketing field operations. This is accomplished by setting goals and service priorities for the staff, developing and managing risk management, loss control and marketing programs for the members in the workers' compensation, health benefits and property/liability insurance trusts, collaborating with other RMS units (underwriting, health benefits and claims) and the Communications and Member Relations Department; developing unit operational guidelines and planning regional workshops. Anyone who meets the requirements and is interested in being considered for this position should submit resume to jobs@ncim.org.

Director of Field Services

SG 642 \$77,476 - \$123,962

Responsibilities/Requirements:

Directs field staff and human resources consulting activities by monitoring on site activities; assisting in development of service programs to be delivered including loss control programs to reduce liability and workplace exposures such as driver training and injury prevention; developing management reports; and providing for staff development to better serve our membership. Develops risk management programs and services to participants of the workers' compensation and property/liability insurance trusts by updating and revising risk management and loss control manuals; writing articles for newsletters and bulletins; planning loss control and risk management workshops; meeting regularly with staff to discuss member needs; and maintaining on-line training programs. Analyzes loss data to identify service needs of members; notifies director of property/casualty underwriting of specific member issues; and targets member consulting services based on high claim areas. Develops plans to strategically market insurance programs to League members not participating in one or more of the pools; develops plans to retain current members of the pools; and coordinates member contacts made by risk management consulting staff, member service field representatives, the human resources consultant, property/casualty underwriting and health benefits.

Minimum Qualifications:

- BS degree in business, insurance, or a related field (Master's degree preferred with specialization in risk management or insurance)
- Eight to ten years of risk management, insurance, marketing experience within a consulting, insurance company or government setting
- Requires excellent written and verbal communication skills and ability to direct messages to and interface with multiple audiences
- Ability to interact at high level of public contact, requiring tact and courtesy
- Interpersonal skills to facilitate work with a wide range of individuals and groups from culturally diverse groups
- Operate as strategic thinker who excels at coming up with original ideas and is able to execute

Minimum Qualifications (cont):

- Ability to proactively identify risk management member needs, marketing opportunities and develop supporting programs
- Ability to effectively communicate verbally and in writing, both internally and externally
- Strong organizational skills and ability to handle multiple tasks and meet deadlines
- Ability to integrate field visits by consulting and marketing staff; able to collaborate with others within an integrated team environment
- Significant insurance operations experience that includes a blend of safety, insurance policy, liability loss control, marketing, and risk management programs
- Excellent management, organization and leadership skills
- Consensus-building across functional-levels and with external/internal stakeholders
- Proficiency in marketing by utilizing current technologies such as social media, podcasting, QR codes, and other Internet based solutions.

Skills/Certifications/License Required:

Certified Insurance Counselor, Chartered Property Casualty Underwriter, or Associate in Risk Management preferred
Valid NC Driver License
Proficiency with Word and Excel

This position reports to the Director of Risk Management Services and is located in Raleigh, NC.

Deadline: February 16, 2012