Utilities Commission, City of New Smyrna Beach

Job Specifications

Manager, Safety & Risk

Revised 10/2020

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Job Summary

The Manager, Safety & Risk is responsible for implementing and managing an organizational Safety Management System (SMS) that effectively identifies and controls risks and losses at the Utilities Commission.

Essential Duties and Responsibilities

Include the following and other duties as assigned:

The Manager, Safety & Risk is responsible for everyday guidance and direction for the planning, implementation and operation of the Utilities Commission Safety Management System (SMS) and for ensuring the company complies with federal, state, and local laws dealing with safety, environmental, accident and health hazards, loss prevention, and employee training.

Provides guidance and technical assistance to management in developing and implementing an organizational safety plan that supports consistent and effective safety and health initiatives throughout the Utilities Commission.

Provides guidance and assists management in the implementation of programs and action plans to reduce risk and comply with regulatory standards and industry best practices.

Provides guidance and technical assistance to management to establish and implement safety plans, policies, programs, and procedures that align with the SMS. Provides follow up and evaluation of programs and monitors their effectiveness throughout the Utilities Commission.

Establishes, maintains, and communicates “Core Safety Policies and Procedures.” Ensures the Utilities Commission “Safety Handbook” is updated as required to ensure compliance with regulatory and industry best practices.

Provides guidance and technical assistance to management and employees in identifying, evaluating, and correcting hazards. Provides guidance and assistance in performing risk assessments.
Assists division management in developing departmental safety rules and procedures. Provides technical assistance to establish safety learning teams to develop effective safe work practices. Performs regular division safety and compliance audits and reports to management on how well the division is performing.

Provides skills and safety training assistance. Provides support and guidance to complete training needs assessments to ensure training needs are identified and provided. Assesses training for competency requirements.

Maintains an updated training matrix based on core training requirements and job specific requirements.

Provides new employee orientation based on “Core Safety Policies and Procedures.”

Maintains an updated safety dashboard that is utilized throughout all divisions. Develops Key Performance Indicators and provides periodic reviews and updates relating to developed SMS processes. Analyzes leading and lagging safety indicators, monitors data for trends, and recommends improvement action items.

Provides technical assistance to implement an effective Utilities Commission document control process. Monitors documents regularly to ensure compliance with regulatory and industry best practices.

Facilitates incident investigations and RCA (Root Cause Analysis). Works with management to identify SIF (Significant Injuries and Fatalities) potential and to provide guidance necessary to develop effective safety action plans.

Provides and coordinates proactive safety performance initiatives. Includes as a minimum, required safety communications, safety campaign, near miss/hit reporting process, safety suggestion program, safety observation program, inspection program, and human performance improvement initiative. Monitors programs for effectiveness and makes improvements recommendations to management.

Identifies instances of SMS noncompliance and provides improvement strategies with an emphasis on systematically eliminating the underlying or root causes of deficiencies.

Monitors the removal of physical, biological, and chemical hazards.

Oversees workers' compensation program including First Report of Injury, tracking of injuries, compliance of employees, and conferring with departmental management regarding employee attendance and restrictions; calculates incident rates to determine UC’s standard within the industry.

Coordinates the Senior OHS Leadership Team meetings. Prepares and delivers a SMS operating report to the Senior OHS Leadership Team. Collects Division Key Performance Indicators (KPIs) and prepares an overall report.

Coordinates the Safety Committee meetings; records or delegates the recording of minutes in compliance with UC and CBA requirements.

Coordinates with departmental management a disaster recovery plan, including emergency communications, evacuation routes, accountability methods, property protection, and records preservation.

Assists departmental management in providing technical assistance with personal protective equipment; provides assistance to departmental management with respect to occupational noise exposure, machine guarding, hazard communication, blood borne pathogens (Hepatitis B program), and confined space.
Implements and oversees a workplace security program to reduce or eliminate the risk of loss of the UC’s assets (both employees and property), including fire issues, trespassing, theft, and terrorism, working in conjunction with the Manager of Fleet and Facilities.

Analyzes and classifies risks as to frequency and potential severity and measures financial impact of risk to the UC. Selects appropriate technique to minimize loss.

Investigates third party claims against the UC, working with the UC’s insurance carriers, legal representation (when needed), and other personnel, as appropriate for the circumstance. Processes approved reimbursements for small third-party claims through accounts payable.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

**Relationship Management**
Must possess leadership skills required to manage interactions to provide service and to support the organization; listens effectively to potential issues before reacting with solutions; recognizes potential issues in a proactive manner and either resolves the issue or moves the concern to senior leaders; mediates difficult interactions, escalating problems to higher level when warranted; fosters positive team environment among staff; communicates and demonstrates support for decisions passed down even if not consistent with own point-of-view.

**Leadership and Navigation**
Must possess the ability to contribute to initiatives and processes within the organization; manages programs, policies, and procedures to support the organization; demonstrates flexibility, adaptability, and initiative; leads project plans for timely completion; translates the vision, mission, and strategy into projects and initiatives with milestones and delivery schedules; manages the resources available effectively to meet planned objectives for initiatives; serves as point person on job-related projects and tasks; develops political savvy when implementing initiatives; operationalizes projects and initiatives as set forth by the higher-level plan.

**Communication**
Must possess the ability to effectively exchange information with stakeholders; delivers well-organized impactful presentations; facilitates and transfers knowledge; listens actively to understand stakeholder concerns at the operational level; delivers constructive feedback; informs senior management of operational concerns or issues; fields issues with senior management guidance; crafts clear messages in written, verbal, or electronic form that inform appropriate people (stakeholders, media, vendors, etc.) of relevant organizational information.

**Ethical Practice**
Must possess the ability to integrate core values, integrity, and accountability throughout all organizational and business practices; demonstrates accountability for actions; maintains general knowledge of ethical laws, standards, legislation, and trends that may affect organizational practice; behaves in a manner consistent with the difficult decisions made by management; identifies potential conflicts of interest; follows policies consistently; documents and escalates reports of unethical behavior to management; maintains employee confidentiality throughout appropriate business processes; supports HR policies, procedures, and guidelines.
**Critical Evaluation**
Must possess the ability to interpret information to make decisions and recommendations; gathers facts and analyzes data using systematic methods (e.g., surveys); develops knowledge in the use of data, evidence-based research, benchmarks, and business metrics to facilitate decision-making; conducts assessments to address problems and implements solutions within designated area of responsibility; ensures quality work product; asks critical questions needed to evaluate data; maintains objectivity during critical evaluation processes; analyzes data and seeks root causes; masters research methods and applies them to work.

**Business Acumen**
Must possess working knowledge of safety within a systems approach as defined within Safety Management System (SMS) consensus standards. Must possess the ability to understand and apply SMS information to make valuable contributions; demonstrates a working knowledge of risk insurance programs; demonstrates a working knowledge of organizational business units; utilizes appropriate business terms and vocabulary in interactions with employees and leaders; gathers, assembles, and reports metrics and Key Performance Indicators; possesses operational/processing expertise for assigned tasks; identifies inefficiencies and provides process improvement recommendations.

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

While performing the duties of this position, the employee is occasionally required to climb, kneel, crouch or crawl, lift and/or move up to 50 pounds, and drive. The employee is frequently exposed to wet and/or humid conditions and outside weather conditions. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, and toxic or caustic chemicals.

**Education and Experience**
This position requires the following education and experience:

Associate’s degree in business or management **required**. Bachelor's degree in the previous stated and related fields **preferred**. A minimum of seven years of experience in safety management **required**; experience in risk management, including workers’ compensation a **plus**. Experience in the utility industry **preferred**.

**Other Qualifications**
Florida Driver's License Class E **required**. Ability to work flexible hours and to respond to emergencies outside of regular working hours, as required. Work may require some travel within the New Smyrna Beach and surrounding areas.

Vital that candidates are analytical with problem-solving skills and good attention to small details. Professional must have the communication skills to relay safety information and improvements to others. Candidate must be skilled and experienced in risk and hazard analysis.