

Civil Service Commission



Jed Nicholson *Commission President, District 1*

Lesley Santos *District 2*

Erica Flores Baltodano *Commission Vice President, District 3*

David Warren *District 4*

Gere Sibbach *District 5*

Jamie L. Russell *Commission Secretary*

AGENDA

County of San Luis Obispo Civil Service Commission

Regular Session Meeting

Wednesday April 23, 2025 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes

The following draft minutes are submitted for approval:

- a. March 19, 2025

4. Reports

Commission President
Commission Counsel
Commission Outside Counsel
Commission Secretary

5. Request to Approve New Job Specification(s) and Approve Revised Job Specification(s):

- a. Risk Manager (New)

6. Adjournment

Civil Service Commission



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Minutes

County of San Luis Obispo Civil Service Commission

Regular Session Meeting

Wednesday, March 19, 2025 @ 9:00 a.m.

1055 Monterey Street, Suite D-271, San Luis Obispo, CA 93408

Present: Commissioners: President Nicholson, Vice President Baltodano, Commissioner Santos, Commissioner Warren, Commissioner Sibbach

Staff: Commission Secretary Jamie Russell
Commission Clerk Shaley Salsbury

County Counsel: Jon Ansolabehere
Outside Counsel: Steve Simas

Absent: None

1. Call to Order / Flag Salute / Roll Call

Commission President Nicholson called the meeting to order at 9:00am and led the flag salute. Roll was called. All Commissioners were present.

2. Election of Officers

Commissioner Baltodano nominated Commissioner Nicholson for Commission President. Commissioner Santos seconded. The motion to elect Commissioner Nicholson as Commission President passed 4-0-1 with Commissioner Nicholson abstaining.

Commission President Nicholson nominated Commissioner Baltodano for Commission Vice President. Commissioner Warren seconded. The motion to elect Commissioner Baltodano as Commission Vice President passed 4-0-1 with Commissioner Baltodano abstaining.

Civil Service Commission

3. Public Comment Period

Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual. There was no public comment.

4. Minutes

The following draft minutes are submitted for approval:

- a. January 22, 2025

Commission President Nicholson invited public comment. There was none. Commission Vice President Baltodano motioned to approve the minutes as presented. Commissioner Warren seconded the motion. The motion to approve the minutes from January 22, 2025, as presented passed 5-0-0.

5. Reports

Commission President - None

Commission Counsel – Mr. Ansolabehere reported no new assignment for staff to act as Commission Counsel had been determined.

Commission Outside Counsel – None

Commission Secretary – Jamie Russell introduced Commissioner Gere Sibbach, appointee of District 5 Supervisor Heather Moreno.

Principal Human Resources Analyst Mark McKibben requested the Commission release dates April 22nd, 23rd, and 24th as they would not be utilized as hearing dates. Mr. McKibben reported that there was one pending appeal. The Commission was not asked to hold any hearing dates.

6. Request to Approve Revised Job Specification(s):

- a. County Social Services Director (Revised & Retitled)

Principal Human Resources Analyst Mark McKibben introduced the proposed revisions to the specification. Vice President Baltodano suggested amendment to the bullet point on page 6a.005 line 47 to read, "In addition to the functions typical of Social Services Departments, provide guidance on homelessness issues..." President Nicholson invited public comment. There was none. Commissioner Warren motioned to approve the revised specification as amended. Commissioner Santos seconded the motion. The motion to approve the specification as amended passed 5-0-0.

- b. Land Use Technician I-II (Revised & Retitled)

- c. Senior Permit Technician (New)

Human Resources Analyst Mackenzie Lawrie introduced the revised and new specifications with Principal Human Resources Analyst Mark McKibben, Human Resources Analysts Eryn Becker and Katie Youngdale, Director of Planning and Building Trevor Keith, and Deputy Director of Social Services Linda Belch. President Nicholson invited public comment. There was none. Commission Vice President Baltodano

Civil Service Commission

91 motioned to approve the revised and new specifications as presented. Commissioner
92 Santos seconded the motion. The motion to approve the specifications as presented
93 passed 5-0-0.

- 94
- 95 d. Program Coordinator (New)
- 96 e. Administrative Services Coordinator (New)
- 97

98 Human Resources Analyst Mackenzie Lawrie introduced the new specifications with Principal
99 Human Resources Analyst Mark McKibben. President Nicholson invited public comment.
100 There was none. Commissioner Sibbach motioned to approve the new specifications as
101 presented. Commissioner Warren seconded the motion. The motion to approve the
102 specifications as presented passed 5-0-0.

103 7. Adjournment

104 President Nicholson adjourned the meeting at 10:00 am.

105
106
107 *** Note: These minutes reflect official action of the Civil Service Commission. A digital record exists**
108 **and will remain as the official, complete record of all proceedings by the Civil Service Commission.**



TO: Civil Service Commission

FROM: Mackenzie Lawrie, Human Resources Analyst

DATE: April 23, 2025

SUBJECT: New Classification: Risk Manager

Department: Department of Human Resources

Appointing Authority: Jamie Russell, Human Resources Director

RECOMMENDATION

It is recommended the Commission approve the creation of the Risk Manager classification and specification as proposed. The establishment of this classification will enhance the County's ability to expertly and proactively manage risk and mitigate risk-related expenses through increased oversight, evaluation, and strategic planning.

BACKGROUND

The County's Risk Management Division, comprised of the County's workers' compensation, liability, and employee safety programs, plays a critical role in safeguarding County resources and staff and ensuring the sustainability of County operations.

Liability

The Liability program oversees the procurement and administration of a broad portfolio of commercial insurance, including general liability, property, medical malpractice, cyber, aviation, and pollution coverage. The program also manages the administration and resolution of tort claims and provides risk-related consultation to departments on insurance requirements and risk transfer strategies.

Workers' Compensation

The Workers' Compensation program manages the County's self-insured system for work-related injuries and illnesses, ensuring that claims are processed in accordance with applicable laws and regulations. The program includes the administration of the return-to-work program and coordination with third-party administrators and healthcare providers.

Safety

The Safety program includes countywide employee safety programs and initiatives, training, hazard assessments, accident investigations, OSHA reporting and responses, and the implementation of loss prevention efforts designed to support a safe and healthy work environment.

DISCUSSION

The scope and complexity of risk management functions have grown considerably in recent years, driven by a variety of internal and external factors. Rising liability claims, increasing litigation and settlement costs, emerging risks such as cybersecurity threats, and rapid changes in the insurance market have created an environment that demands more sophisticated oversight and strategic leadership. Recent liability challenges include the rise of "nuclear verdicts," with jury awards exceeding \$10 million, the effects of "social inflation," with claim costs outpacing general economic inflation, a nationwide increase in liability costs, particularly in California, and a contracting liability insurance market as carriers reduce services or withdraw entirely. This environment, which continues to increase in complexity and severity, particularly in general liability and property insurance, requires a dedicated senior management-level classification with extensive specialized expertise and elevated organizational impact.

The proposed Risk Manager classification will be responsible for leading the Risk Management Division and coordinating all program areas to ensure alignment with County objectives. This

position will work to increase awareness of the County's risk management program and the importance of proactive risk mitigation efforts, particularly in general liability, through the promotion and embedding of best practices and policies across County operations. The Risk Manager will also recommend processes that increase awareness and accountability through performance measures and data-driven analysis.

In addition to meeting the County's internal needs, the creation of this classification will align the County with the structure of its peer agencies, as all the County's comparable counties have a dedicated Risk Manager position. Additionally, it reflects the widely recognized industry trend of risk management as a priority for local governments amid rising liability exposure.

RESULT

The proposed specification accurately describes the classification's duties and employment standards and is consistent with current format, terminology, and titling standards. The addition of a Risk Manager position will enhance the County's ability to effectively manage and mitigate financial risks, safeguard public resources, and support operations and compliance across departments.

OTHER AGENCY INVOLVEMENT

County Counsel and the Administrative Office were involved in the development of the proposed classification.

Attachments:

1. Proposed Risk Manager Specification
2. Current Organizational Chart
3. Proposed Organizational Chart

HUMAN RESOURCES DEPARTMENT

County of San Luis Obispo

RISK MANAGER

DEFINITION:

Under general direction, the Risk Manager is responsible for the direction and coordination of the County's risk management programs and activities and is involved in planning, organizing, and managing the administration of the County's Risk Management division; develops, implements, oversees, and administers associated policies, procedures, budgets, and funding.

DISTINGUISHING CHARACTERISTICS:

Under general direction from the Deputy Director and Director of Human Resources, this single-position classification is responsible for the direction and coordination of the County's liability, occupational and industrial safety, and workers' compensation programs, and may also be responsible for the department budget and financial activities as assigned. This position is responsible for the management of staff allocated to the Risk Management division. The position requires frequent contact with department heads, County Counsel, and the Administrative Office/County Administrative Officer (CAO), and presents information and recommendations to the Board of Supervisors. This class is distinguished from the Deputy Director classification by its concentration on risk and financial management.

TYPICAL TASKS AND REPRESENTATIVE DUTIES:

(Not in order of importance)

- Surveys the County's facilities, programs, and operations to determine hazards and liability and to evaluate insurable risks; develops procedures to ensure that contracts, leases, and purchase documents and other exposures that could cause loss or exposure to loss are reviewed for proper insurance provisions; evaluates costs and benefits of alternative insurance programs, including self-insurance.
- Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; coordinates subordinate work assignments and reviews work to assure accuracy, completeness,

1 and compliance with established standards, requirements, and procedures; establishes and
2 maintains work schedules and priorities.

- 3 • Ensures proper oversight and management of service providers and other third parties that
4 support Risk Management programs.
- 5 • Develops and maintains claims administration programs for prompt notification of all losses;
6 oversees loss mitigation and management and subrogation actions where applicable; evaluates
7 loss control techniques for effectiveness and efficiency.
- 8 • Maintains liaison with insurance companies and recommends and negotiates terms, conditions,
9 and purchase of insurance policies; reviews insurance and bonds required for construction,
10 leases, contracts, and purchase orders for all County districts and departments.
- 11 • Monitors and analyzes industry trends, developments, and legislation and evaluates their impacts
12 and value to the County; reviews current insurance legislation; may employ consultants to obtain
13 specialized information and advice.
- 14 • Directs staff and vendors who are responsible for adjusting and investigating insurance claims;
15 coordinates with County Counsel on legal aspects of liability management and claims litigation.
- 16 • Provides consultation to department management, other departments, personnel, outside
17 agencies, and the public concerning risk management operations and related services; responds
18 to inquiries, resolves issues and conflicts, and provides detailed and technical information
19 concerning related standards, practices, guidelines, requirements, laws, regulations, goals,
20 objectives, policies, and procedures; maintains current knowledge of laws, codes, rules,
21 regulations, and pending legislation related to assigned programs and functions; modifies
22 programs, functions, and procedures to assure compliance with Federal, State, and County
23 requirements.
- 24 • Oversees the County Safety Officer and the County's employee safety programs; works with the
25 Safety Officer, the County's Safety Commission, leadership, and staff to develop a culture of safety;
26 directs staff providing hazard and risk assessments, accident prevention, and safety related
27 investigation, training, and reporting; oversees responses to OSHA complaints or investigations;
28 ensures compliance with applicable laws and safety regulations.
- 29 • Develops and maintains various reports to monitor and measure the effectiveness of current loss
30 prevention activities and related costs; compiles a variety of statistical and financial reports on
31 costs, benefits, premiums, claims, and other matters relating to the insurance programs;

maintains claim, liability, expense, and loss history for risk management activity in County departments; develops and updates risk management policies and procedures manuals.

- Oversees the self-insurance funds (ISFs) for self-insured or partially insured risk management programs; oversees actuarial analysis to determine appropriate self-insurance retention levels and ISF reserve and funding levels; evaluates appropriate levels of excess insurance; works with the Administrative Office and Auditor/Controller/Treasurer/Tax Collector/Public Administrator to determine funding required and charged to departments.
- Develops and facilitates training to management and other County employees to educate on risk-related policies and procedures and to mitigate claims.
- Directs and oversees the administration of all aspects of the County's workers' compensation program including documentation, communication, evaluation, reserving, litigation, negotiation, and settlement to ensure compliance with related regulations and County policy, mitigate expenses, and return employees back to work as quickly as possible.
- Prepares the budget for the Risk Management Division, ensuring that expenses are properly controlled to conform with approved funding levels.
- May manage the department budget and finance activities, and associated staff.
- Represents the County at professional gatherings, public meetings, or hearings.
- Performs other related work as required.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of risk management and asset protection programs relating to general and financial liability protection
- Principles, practices, laws, and regulations related to employee safety and loss prevention programs
- Provide leadership and administrative oversight in the review, analysis, development, and implementation of designated policies, procedures, programs, and systems; research and analyze a variety of regulations for County and other governmental programs to ensure compliance in activities related to risk; analyze division operations to identify and implement recommendations concerning trends and policy changes

- Financial and legal requirements for developing, implementing, and administering self-insurance plans
- Budget preparation and administration
- Law of contracts relating to risk management and asset protection programs, insurance companies' policies and procedures regarding claims and reserves
- Workers' compensation claim management and insurance administration
- Principles and techniques of management, including program planning, implementation, and administration
- Communication skills and techniques for data collection and the preparation of written or verbal reports
- Accounting and auditing principles and procedures, statistical and financial analysis; bid preparation, solicitation, and evaluation
- Principles, practices, and procedures of supervision, leadership, mentoring, training, team dynamics, and team building

Ability to:

- Analyze insurance policy provisions to determine the existence and extent of liability
- Analyze, classify, and rate risks, exposure, and loss expectancies
- Utilize written, verbal, interpersonal, and collaborative skills to communicate effectively and to relate risk management concepts to audiences with varying levels of expertise; make effective presentations before legal and quasi-legal agencies and represent the County in meetings with representatives of other public and private organizations
- Collect, interpret, and evaluate data; evaluate abstract and concrete variables; use principles of inductive and deductive reasoning to validate conclusions and define and select alternatives; rationalize and project the consequences of decisions and/or recommendations
- Formulate policies and plan, coordinate, and initiate actions necessary to implement decisions.
- Interact effectively with personnel at all levels of the organization, legal and insurance representatives, and the public, including in situations where relations may be strained and where the exercise of tact, patience, and discretion is required
- Act as a liaison to advise and/or resolve differences between departments, the County, and/or outside agencies

- Exercise independent judgement and initiative in solving difficult administrative, technical, and personnel problems or issues; lead the risk management team to ensure objectives, procedures, and policies are carried out efficiently and effectively
- Communicate effectively verbally and in writing to a diverse population of individuals and groups
- Foster effective and positive working relationships with individuals from diverse perspectives by demonstrating strong interpersonal skills, including active listening, effective communication, advisory expertise, mediation, conflict resolution, and consensus building
- Work unusual or prolonged hours to respond to safety issues as needed

EDUCATION AND EXPERIENCE:

A combination of education, training, and experience resulting in the required knowledge, skills, and abilities. An example of qualifying education and experience includes:

Graduation from an accredited four-year college or university with a bachelor's degree in business administration, public administration, or a closely related field. In addition, six years of increasingly responsible experience performing professional-level work in risk management (including insurance and claims management for general liability, property, and other liability programs), workers' compensation, or employee safety work, including at least two years of supervisory experience or management of a significant program.

LICENSES AND CERTIFICATES:

Certain positions in this classification may require driving. When driving is an essential function of the position, a valid CALIFORNIA driver's license will be required at the time of appointment and must be maintained throughout employment.

SPECIAL SUBCLASS RECRUITMENT:

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the employment

1 standards, duties, or working conditions of the position, please contact the Human Resources
2 Department at 805.781.5959.

3

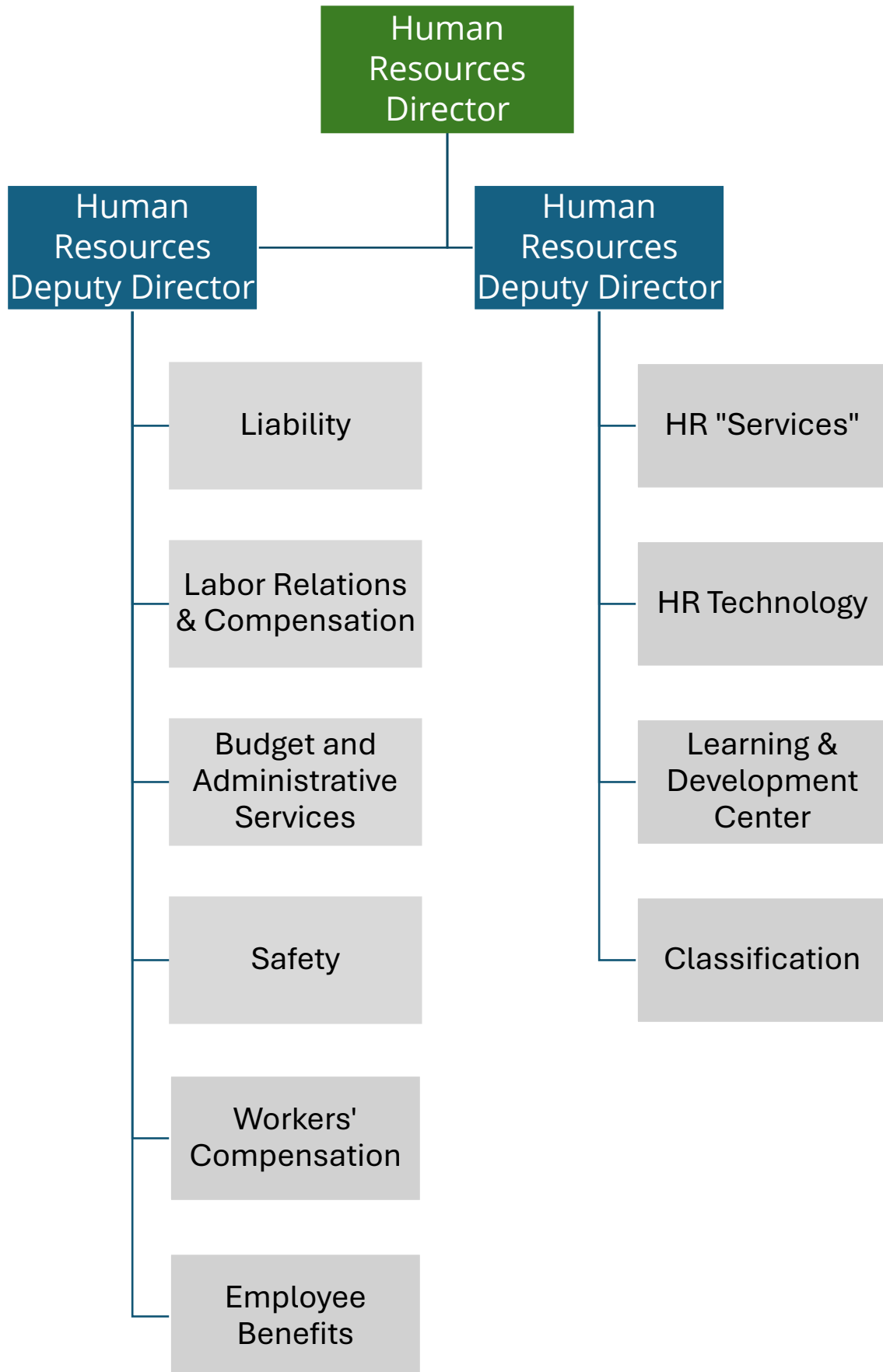
4 Adopted: 00-00-00

5 BOS Approved: 00-00-00

6 Revised: 00-00-00

DRAFT

Current Human Resources Organizational Chart



Proposed Human Resources Organizational Chart

