

PARAGON CASINO RESORT

Job Description

RISK MANAGER

Department:	Security	Reports to:	VP Security/Logistics
Job Code:	MGR13	License:	Gaming
Position Code:	MGR045	Costing:	700 7000 7001
Pay Grade:	E10	Date:	12/5/23
EEO-1 Code:	1.2		

SUMMARY:

Responsible for the successful overall creation, implementation and direction of all Risk Management programs on property, limiting Paragon Casino Resort's liability to a bare minimum, while providing adequate protection of life and property to guests and Associates of the company.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Acts as a representative of the company in managing all automobile liability, fire, property damage claims, including claim reviews and investigations.
- Acts as liaison with insurance adjusters, legal counsel and underwriters in coordinating property insurance matters.
- Manages risk budget including ensuring expenses do not exceed budgeted allocations.
- Monitors case closing action, coordinates negotiations for settlement of claims wherein court action is not involved with claim adjuster and prepares reports for determined action.
- Make recommendations regarding the adjusting and settlement of liability and property claims.
- Conducts weekly inspections of the entire property, identifying potential safety risks, in an effort to eliminate hazardous or dangerous conditions.
- Follows up on all safety-related incidents and determines probable cause and remedies; assists with the completion of and/or investigation into Incident Reports.
- Supervises all activities on property, to ensure that all applicable laws, rules, regulations and controls of the company, OSHA and the Gaming Commission are enforced throughout Paragon Casino Resort.
- Recovers monetary sums for damages to casino property and subrogate claims, in an

effort to limit casino liability.

- Represents Paragon Casino Resort in any litigation for which this property is a named party.
- Informs Insurance Carriers of incidents likely to exceed the deductible, and supplies reports concerning same.
- Responsible for training Security personnel in report writing.
- Partners with all departments regarding incident reports and claims or losses.
- Works closely with Security Managers to minimize exposure to liability.
- Manages all phases of the claims process from and investigation through litigation, settlement, and /or trial, and consults and/or participate in negotiations, conferences and mediations with adjusting companies, outside legal counsel, staff, claimants and other involved parties.
- Assists attorneys to prepare associates to testify at trial.
- Prepares various reports for the Vice-President of Security/Logistics, Director of Investigations, CFO and corporate executives of the company, with regard to monthly payout and reserve.
- Creates, implements, and directs new safety standards and procedures on property.
- Ensures a maximum level of guest service and satisfaction throughout the property is achieved and maintained.
- Facilitates the flow of information throughout the property by attending regularly scheduled meetings with all Security Associates as assigned.
- Held accountable, to a high degree, for the accuracy and thoroughness of departmental records.
- Conducts interviews with Insurance Carriers, and provides tours of property with regard to same.
- Serves as a member of the Safety Committee and attends monthly meetings.
- Assists Insurance Carriers in safety training activities for new Associates.
- Responsible for maintaining effective control over the allotted monthly General

Liability budget.

- Negotiates fair settlements with Claimants.
- Manages the Workers' Compensation and incident reporting program and processes, assesses, and reports claims to carriers as appropriate.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

Directly supervises the Risk Management Administrative Assistant, the Security Coordinator and the Worker's Comp Administrative Assistant.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree from a four-year college or university; or five to ten years related experience; or an equivalent combination of education and experience required. Strong background in the gaming industry, safety, and insurance is preferred. Strong with MS Office applications (Outlook, Word, Excel, PowerPoint, etc.). Knowledge of laws and regulations affecting casualty claims is preferred. 3-5 years Hotel/Casino Leadership experience preferred.

Qualifications/Skills: Background in negotiation and settlement of claims required with an emphasis on safety control preferred. Must be able to distinguish potentially hazardous situations from regular conditions in the workplace. Superior organization, project management skills and attention to detail. Detailed-oriented with the ability to multi-task and meet deadlines with minimal supervision. Strong interpersonal skills and

the ability to effectively communicate, both written and verbally. Ability to work effectively in a fast-paced, team environment. High level of commitment to quality work product and organizational ethics, integrity, and compliance.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community. Ability to effectively present information in one-on-one and small group situations, as well as in a Court of Law.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions.

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

While performing the duties, the Associate is regularly required to talk or hear. The Associate is regularly required to stand; walk; sit; and use hands to finger, handle or feel objects, tools or controls. The Associate is occasionally required to reach with the hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

