



## King County

Invites Applications for the Position of:

### Vanpool Risk Specialist

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 11/16/17 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 11/26/17 11:59 PM (GMT -8:00)

**SALARY:** \$76,668.80 - \$92,684.80 Annually

**LOCATION:** King Street Center - 201 S Jackson St, Seattle

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Transportation - Transit Division

**JOB NUMBER:** 2017JI07475

#### **SUMMARY:**

***This recruitment has been re-opened to accept additional applications. If you previously submitted an application for this position, it is saved and will be reviewed. You do not need to submit another application.***

This position coordinates the King County Vanpool risk management, self-insurance and liability coverage program. The incumbent's responsibilities include investigating serious vanpool accidents, administering the volunteer vanpool driver approval program, supervising staff, determining accident trends, administering the vanpool self-insurance program and liability contracts, coordinating and auditing the processing of claims, and make automotive collision repair recommendations.

#### **Who May Apply**

This position is open to the general public and all King County employees. This recruitment may also generate an eligibility pool of candidates for openings in this classification over the next 12 months.

#### **Work Schedule**

Typical work hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday. This position is designated exempt from the Fair Labor Standards Act (FLSA) and is not eligible for overtime pay. The Vanpool Risk Specialist may be contacted at any time in the case of serious van accidents to provide direction and support to first-line staff responsible for taking accident reports and to interact with the scene by telephone.

#### **About King County Metro's Rideshare Operations Team**

The Rideshare team hosts the largest, longest-running public commuter van program in the nation. With more than 1,500 shared vans on the road, we are a formidable force for empowering citizens to make, *and employers to provide*, reduced carbon footprint commute options. We are also an active environmental ally in reducing more than three million person-

rides per year on our area roadways resulting in lower emissions and cleaner air.

The team also administers RideshareOnline.com, the interactive, statewide commute-trip reduction and ridesharing tool funded jointly by Washington and Oregon State Departments of Transportation. The system helps match users who have similar commutes and provides a way to track and calculate those shared trips. RideshareOnline.com supports the States' Transportation Demand Management (TDM) and employer Commute TripReduction (CTR) efforts by providing employers, transportation management associations and jurisdictions the ability to build networks, manage incentives and conduct promotions. The system also helps schools reduce traffic congestion and neighborhood emissions by creating a space where educators and parents may connect to share driving, biking and walking responsibilities when getting students to school.

### **About King County Metro Transit**

King County Metro Transit is a regional leader in getting people places quickly, reducing commuter stress, greening the environment and improving urban air quality, by providing comfortable, effective transit services for the thousands of commuters and other residents of King County, Washington. Metro has pioneered or refined dozens of innovations that have made us a leader in this nation's public transportation industry.

Our annual transit ridership is 120 million. Our current biennial budget is \$1.4 billion (approximately \$700 million for 2015) and our capital program totals about \$1 billion for the years 2015-2020. Metro Transit is a division of King County's Department of Transportation, which reports to the King County Executive and the Metropolitan King County Council, with additional oversight provided by the Regional Transit Committee (a policy board consisting of elected public officials).

### **Competitive Benefits**

King County provides our employees with a free transportation pass (good on Metro, Pierce, Community and Sound Transit, the Seattle Streetcar and King County Water Taxi) and a generous benefits package, (see Benefits tab for more details).

### **Great Location**

Metro's central King Street Center offices are located in Seattle's historic Pioneer Square district, with convenient access to Downtown attractions and Seattle's many diverse neighborhoods. King Street Center is directly served by most of Metro's bus lines, Link light rail, Amtrak, the Seattle Streetcar and Sounder commuter rail. King Street Center has a gym with lockers and showers, a bike room for those who commute by bike, and dozens of restaurants and other retail services within a few blocks.

**Forms and materials required:** Applicants for this position are required to submit the complete online application form (including answers to the attached supplemental questions), a resume and a cover letter summarizing your interest in and qualifications for the position.

If you have any questions about this position, please contact:

Josh Isgur  
Human Resource Analyst  
King County Transit  
[josh.isgur@kingcounty.gov](mailto:josh.isgur@kingcounty.gov) (preferred)  
206-477-7641

### **JOB DUTIES:**

- Lead and continue to develop an existing proactive and progressive fleet safety program.
- Supervise the work of Rideshare Operations staff in areas of work under this position.
- Oversee screening and approval of volunteer vanpool drivers in order to manage risk exposure.
- Investigate serious vanpool accidents; provide direction to staff on follow-up, notification process and repair for all accidents, vandalism and unexplained damage.
- Make recommendations and effect corrective action for volunteer vanpool drivers and riders. Draft and publish safety messages for volunteer drivers.

- Provide technical assistance and support to operations staff on risk management issues.
- Perform analysis of accident, incident, complaint and loss histories to determine trends and make recommendations for fleet safety program policy and/or practices.
- Manage program data and perform statistical reporting on program metrics.
- Assist with preparation of trend analysis reports and strategic plans to improve safety.
- Administer vanpool self-insurance program and liability insurance contracts.
- Coordinate and audit claims processing with independent adjusters and recovery processing to ensure maximum recovery and minimal loss to program.
- Perform other duties as assigned.

## **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

### **Minimum qualifications:**

Two years of experience investigating claims and/or vehicle accidents OR an equivalent combination of experience and education that provides the candidate with the skills to perform the work.

- Excellent analytical skills to apply loss control principles to vanpool self-insurance program and driver approval program.
- Experience supervising or providing lead direction to staff.
- Superior interviewing and investigation skills to conduct effective accident investigations.
- Knowledge of risk management principles and loss control.
- Applied knowledge of auto insurance policy coverages, exclusions and conditions.
- Superior customer service skills.
- Experience managing a heavy workflow of tasks/incidents; ability to manage, plan and organize workflow.
- Demonstrated ability to handle confidential and sensitive complaints and information.
- Knowledge of vehicle safety and driver training.
- Basic knowledge of property and casualty claims adjusting.
- Basic knowledge of insurance RCWs and WACs, tort law and legal procedures involved with recovery of property damage.
- Skill in oral and written communications.
- Skill in evaluating facts and circumstances of an incident.
- Proficiency in the use of Microsoft Word, Excel and Outlook.
- Ability to manage large amounts of data and perform statistical reporting and trend analysis.
- Ability to develop and maintain relationships with coworkers and work effectively as a team member.

### **Desired qualifications:**

- Knowledge of automotive collision repair methods and materials.
- Experience implementing driver training and communicating safe driving techniques.
- Experience managing a relational database such as Microsoft Access, and the ability to create and use ad hoc queries.

### **Necessary special requirements:**

- Valid Washington State Driver's License or alternate ability to travel to locations for which public transportation is not regularly available.

## **SUPPLEMENTAL INFORMATION:**

**Selection process:** Applications will be screened for clarity, completeness and qualifications. All materials will be evaluated for spelling, grammar and punctuation usage. The most competitive candidates may be invited to participate in one or more interviews and/or written exercises. For Tips on Applying, please visit <http://www.kingcounty.gov/jobs/applying.aspx>

This position is represented by I.F.P.T.E., Local 17, Professional and Technical bargaining unit.

**Class Code: 6222100**

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

### Vanpool Risk Specialist Supplemental Questionnaire

- \* 1. When applying for this position, you must thoroughly complete the EDUCATION and WORK EXPERIENCE sections of your application and the Supplemental Questions. This includes a detailed description of each position that you have held in the last ten years. We encourage you to list earlier jobs if they helped qualify you for this job. For each Employer listed, you must indicate your reason for leaving. If you have been terminated from any previous jobs, please state the specific reasons why. Your responses to the Supplemental Questions will be used in combination with your application to determine whether you meet the qualifications for this position. Failure to provide detailed and complete information may result in your application being rejected. I have read the above statement and certify that the statements made by me on the application and supplemental questions are, to the best of my knowledge, true, complete and correct. I understand that any misrepresentation or material omission of fact on this or any other document required by King County may constitute grounds for rejection, or if employed by King County, for disciplinary measures, including dismissal. I acknowledge I have read and understand the above information.  
 Yes    No
- \* 2. This application requires a resume and a cover letter. Have you attached a resume and cover letter?  
 Yes    No
- \* 3. A minimum qualification for this position is: Two years of experience investigating claims and/or vehicle accidents OR an equivalent combination of experience and education that provides the ability to perform the work. Please select which option below best represents your experience investigating claims and/or vehicle accidents.  
 Two or more years of experience  
 An equivalent combination of experience and education providing the skills to perform the position duties.  
 I do not have this experience.
- 4. If you selected "A combination of experience and education providing the skills to perform the position duties" to the question above, please briefly describe below. If you did not select this response, please leave blank.
- \* 5. Please identify the software below in which you have proficiency. Please check all that apply.  
 Microsoft Word  
 Microsoft Excel  
 Microsoft Outlook  
 Microsoft Access or similar relational database, including experience creating and using queries.  
 None of the above
- \* 6. Please indicate if you have professional experience in any of the following areas. Check all that apply.

- Experience supervising or leading a team.
- Knowledge of automotive collision repair methods and materials.
- Experience implementing driver training and communicating safe driving techniques.
- None of the above

7. Please briefly describe where in your job history you have applied the areas of experience you selected in the question above. If you answered "None of the above", please leave this blank.

- \* 8. Have you been terminated, or have you resigned in lieu of termination, from any position in the last ten years? (This does not include layoff/Reduction in Force.)  
 Yes    No
  
- \* 9. If you answered yes to the previous question, please provide the name of the employer(s) and the reason for termination(s). Please understand that "Will explain in interview" is not a valid response and will result in your application not being considered further. (If not, please answer "N/A")
  
- \* 10. If you have a disability as defined by the Americans with Disabilities Act, will you need accommodation in the testing process? This confidential information is solicited for the purposes of providing reasonable accommodation for the testing process only.  
 Yes    No
  
- \* 11. Have you been convicted of a crime, pled guilty or been released from incarceration within the past 10 years (whichever is most recent)? Please note that convictions will not necessarily bar you from employment.  
 Yes    No
  
- \* 12. If yes to the previous question, please list the date(s), the charge(s) and the current case disposition(s). Failure to provide complete information may result in your application not being considered. If no, please write "N/A".

\* Required Question