



JOB DESCRIPTION

Position Title: Risk Management Specialist

Department: Risk Management

Employment Classification: Full Time

Position Summary/General Description:

A Risk Management Specialist reports to the General Manager. The incumbent mitigates risk to Ellis Entertainment through various Risk Management efforts.

Expectations:

- Adhere to Ellis Entertainment, LLC (Ellis) Core Values and Policies & Procedures.
- Act as a role model within and outside the gaming and racing facility.
- Maintain a positive and respectful attitude toward customers and co-workers.
- Consistently report to work on time prepared to perform duties of position.

Essential Duties & Responsibilities:

- **Ellis Entertainment Insurance:**
 - File Property Loss Claims with insurance carrier, maintain files and any invoices related to losses.
 - Maintain Insurance Certificates for vendors used by Ellis Entertainment.
 - Review liability reports and monitor program costs; and recommend program changes to the General Manager.
- **Litigation Support:**
 - Work with in house counsel and outside counsel to represent Ellis Entertainment in subpoena and litigation.
 - Prepare appropriate medical information and facts regarding claims for cases pending litigation.
- **Training:**
 - Conduct Ellis Entertainment training including, but not limited to:
 - Robbery Response Training (all Cage Cashiers and New Hire Orientation)
 - Counterfeit Training (all Cage Cashiers and Security Officers)
 - Report Writing Training (Security Officers).
 - Fraud Training/Suspicious activity training

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- Assist in scheduling third party training including, but not limited to:
 - o Biohazard Blood Borne Pathogen training
 - o First Aid/CPR/AED certifications
 - o Alcohol Server certification
 - o Aerial Lift training
 - o Forklift training
 - o Pallet jack training
- **Investigations:**
 - Conduct Risk Management Investigations as required; prepare reports and make recommendations; prepare position statements.
 - Work with law enforcement.
 - Research, secure and download any video related to incidents.
- **Additional Responsibilities:**
 - Conduct risk assessments with Ellis Management (e.g., event preparation)
 - Assist with workers' compensation, general liability and property claims.
 - Analyze data as needed to ensure compliance with policy and regulatory requirements.
 - Generate reports/audit reports.
 - Research information from departmental records, files, and related documents and present data as requested.
 - Maintain and oversee office supplies and equipment.
 - Ensure the maintenance and security of confidential and general office files.
 - Ensure emergency and security procedures for Risk Management Operations.
 - Communicate effectively verbally and written.
 - Build relationships and loyalty with guests through sincere and meaningful interactions (e.g., learn guests' names and preferences; connect with them individually and professionally; smile; make eye contact and verbally greet guests from arrival to the property through departure; and provide fast and friendly service to guests).
 - Be a team player (e.g., work toward team goals and foster a collaborative and positive work environment; put the team first; assist coworkers; treat all coworkers with kindness, courtesy and respect; never engage in negativity; maintain openness to coaching, learning and improving; receptive to change and willingness to embrace challenges with team-spirit).
 - Develop a thorough knowledge of services, amenities, surroundings, providing accurate directions, and information for guest inquiries about promotions and special events.
 - At all times maintain a courteous, positive and professional working relationship with all Ellis Park personnel and the general public (e.g., coworkers, clients and vendors).
 - Work under pressure; maintain regular and punctual attendance including working odd and unusual hours, weekends and holidays.
 - Perform additional duties and responsibilities as necessary or assigned.

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Education & Experience:

- High school diploma or GED Certification required.
- Two (2) years' experience processing worker's compensation claims, compliance with Federal Title 31, and recordkeeping experience.
- Associates degree in business administration preferred.
- Prior training and/or course work preferred.
- Strong proficiency with attention to detail and project management.

Licensing & Certification:

- None.

Computer Equipment, Software, Machinery:

- Proficient with Microsoft Office (Word, Excel, PowerPoint).
- Operate a multi-line telephone and make referrals.

Essential Physical Requirements:

- The job requires repetitive use of hands, driving, sitting, talking and walking 51-100% of the time.

Essential Mental Demands:

- The job requires organizing, planning, interpreting data, reading and writing 51-100% of the time.

Supervisory Responsibilities:

- None.

Work Environment (inside/outside):

- This job operates in a professional office environment, and within Racing, Gaming, Retail, and F&B operations.

Other Requirements:

- Applicant must be able to obtain and maintain a valid license through the Kentucky Horse Racing Commission and must provide and maintain a valid driver's license.