

CUSTOMER FOCUS ON LOSS CONTROL

NUMBER 36

The Loss Control Coordinator's Job

Known by many names and titles, the person whose job is to administer a Safety/Loss Control program has a challenging task. These considerations could be the foundation of a position description.

QUALIFICATIONS

- Familiar with the Organization's operations and processes.
- Some background in Safety/Loss Control.
- Should have top Operating Management's support, and some influential level of authority.

FUNCTIONS AND DUTIES

Policy. A Safety/Loss Control policy statement sold, signed and supported by top Operating Management; written by the Coordinator, allows for designing a product that will succeed. This is important, since the Coordinator's performance standards will most likely be affected by the success of the program.

Administration. The Coordinator can administer (ride herd) on accident/operational loss investigations, inspections, committee meeting results, etc. If the program isn't working, the Coordinator should notify Operating Management.

Progress Reports. Let the boss know what is going on regularly. Management can't know everything the Coordinator is doing. A hindrance in the program may be beyond the Coordinator's control. The progress report provides the Coordinator an opportunity to show program results (e.g., savings, increased productivity).

Maintain Records. Records should reflect where we were yesterday, are today, and might be tomorrow. Frequency and severity rates for accident charting have less meaning to Operating Management's interest than accidents per part made, customers served, miles driven, hours worked, etc.

Advisor On Safety/Safety Standards. The safety coordinator is the one to go to for advice. This position is a resource, having the resources available; not just a memorizer of little understood subparagraphs. The Coordinator knows where to find the standards, and can clearly interpret them for supervision, management and workers.

Safety Training. The Coordinator should act as an advisor in what safety training is needed, and may do the training, or act as a "Train the Trainer."

Inspections. This could be an advisory role, where the Coordinator devises an inspection form, or trains the inspectors to do proper inspections. The coordinator may do the inspections, or act in a supervisory role by reviewing inspection reports, or selecting the inspection team members.

Property Protection. The Coordinator can train supervisors to inspect fire protection systems and equipment, assist in drafting evacuation plans, life safety issues, and protection of property from flood, earthquake, windstorm, etc.

Investigate Losses. A key function is to train supervisors/team leaders to investigate accidents and other operational losses. Supervisors and team leaders generally have a better knowledge of operations, and have responsibility and accountability for control.

Maintain Interest. The Coordinator acts as a catalyst, fixing areas of need (inspections, investigations). The program may need to be redesigned, if results don't show an improvement in operations (reduction in down time, rejects, re-work, customer complaints, absenteeism).

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Self Improvement. As in any profession, the Coordinator must keep up with the times. In many cases, it's a full-time job to manage change, and to advise at all levels.

ACCOUNTABILITY

- Find new ways of inspiring workers, supervisors and team leaders in safety and loss control.
- Find new techniques to show Operating Management the benefits of safety and loss control.
- Find new methods to improve operations, through reduced job hindrances.
- Find new methods for setting program goals.
- Find new methods to measure program progress.

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