Texas Council
Risk Management Fund

Staff Spotlight

In this edition of the Risk Advisor, we are beginning a new segment where we feature a Fund staff member. This allows the reader to get to know the functions provided by the colleague and how they can assist Fund members to access available information and services. Ultimately, we hope to improve member engagement. These segments will be included in the quarterly Risk Advisor.

FUND STAFF SPOTLIGHT:
Timm Johnson, Member Services Manager

How long have you been with The Fund?
Since 2016. I started my career with the Fund as a Training and Development Consultant. At the time, it was just Dan Hernandez and me and within a week of starting, we were hitting the road! In 2020 during the beginning of the pandemic, I was promoted to the role of Member Services Manager.

What is a Member Services Manager?
As the Member Services Manager, I get to be involved with members by creating educational, resource building and relationship opportunities. We want our members to manage their risk using all applicable Fund services. I see my responsibility as connecting members with needed resources, ensuring they have knowledge of what the Fund can provide and helping them access those assets. It can be a small request such as who to contact at the Fund or a larger project such as assisting future Fund members with a quote.

Long-term member relationships are critical to the Fund's success. Whether you are a new member or one who has been with us for decades, we want you to expect and receive a high level of service and satisfaction. It takes attention every day to manage that expectation.

Tell me about your background.
I grew up in South Texas and graduated from Goliad High School. After college, I moved to Austin to pursue music and worked for Austin State Hospital for five years in various capacities.

I left Texas for a while and worked as an Administrator for a community-based program serving people with disabilities. From there, I was recruited to join a different group providing business consulting and employee training services. That experience was a catalyst for moving back to Texas to begin my own consulting business.

Once back home, I wanted to do something completely different. Although I continued working with consulting clients, I became a licensed Travel Agent. As an agent, I had the opportunity to travel to beautiful places while I helped others. Long hours and lots of travel allowed me time to reflect on what I really wanted to do with the rest of my career.

Through connections I found that the Fund was looking for someone who could provide leadership training. I would again be able to use my skill as a consultant/trainer with a whole new group of clients.

Tell me about your family.
I married my high school sweetheart, and we have 5 children, now adults between us. Four are in Texas, one in Omaha. We also have five grandchildren and one due in January. We are currently making plans to build our forever home on her 5th generation family ranch near Goliad.

What do you do in your free time?
We love to travel and see new places in the states and internationally. I still dabble in music and love learning new, practical skills I can teach our grandchildren. We are currently studying ways to be more self-sufficient, to be good stewards of the land and provide for others.

How do I contact you as Member Services Manager?
You can always email me at timm.johnson@sedgwick.com. I field emails and calls daily helping to take care of our members. When I am not in the office, I will be either at a conference, consortia or a Community Center spending time with members on education, engagement and building lasting relationships.