



State of Oregon
Department of Administrative Services

Position Description

This Position is:

- Mgmt Service-Supervisory
- Mgmt Service-Managerial
- Mgmt Service-Confidential
- Classified
- Unclassified
- Executive Service

*** PLEASE READ INSTRUCTIONS BEFORE COMPLETING THIS FORM ***

- New
- Revised

SECTION 1. POSITION INFORMATION

- a. Class Title: Principal Executive/Manager I
- b. Class No.: MEAH Z7016
- c. Effective Date: December 1, 2017
- d. Position No.: 1000.432
- e. Working Title: Agency Director
- f. Work Unit: Director's Office
- g. Agency No.: 44000
- h. Agency Name: DCBS
- i. Employee Name:
- j. Work Location (City-County): Salem / Marion

- k. Position: Permanent Seasonal Limited Duration Academic Year
- Full Time Part Time Intermittent Job Share

- l. FLSA: Exempt If Exempt: Exec m. Eligible for Overtime: Yes No
- Non-Exempt Prof
- Admin

SECTION 2. PROGRAM/POSITION INFORMATION

- a. Describe the program in which this job exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The mission of the Department of Consumer and Business Services (DCBS) is *"To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state."* The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Oregon Health Insurance Marketplace; Small Business Ombudsman; Injured Workers Ombudsman; and the Workers' Compensation Board. The department provides shared services to all divisions through the Director's Office, Central Services Division, and Employee Services. DCBS employs over 900 employees and has a biennial operating budget of approximately \$246 million.

- b. Describe the purpose of this position, and how it functions within this program, by completing this statement:
The purpose of this job/position is to . . .

As an appointee of the Governor, you will serve as the department director and be responsible for carrying out the mission of the State by providing oversight and direction of the Department of Consumer and Business Services. You will provide leadership, strategic direction, and supervision to the Workers' Compensation Division; Oregon Occupational Safety and Health Division (Oregon OSHA); Division of Financial Regulation; Building Codes Division; Oregon Health Insurance Marketplace; Small Business Ombudsman; Injured Workers Ombudsman; and the Workers' Compensation Board.

The director provides general policy direction, counsel and recommendations; resolves conflicts; ensures adherence to state policy; directs budget and fiscal activities; and advises the governor of public policy issues that have statewide impact, politically and economically.

The director holds the office of state Insurance Commissioner. The director works with other state and federal regulators to maintain balance between federal and state regulation.

SECTION 3. DESCRIPTION OF DUTIES

List major duties. Note percentage of time duties is performed. If this is an existing position, mark "N" for new duties or "R" for revised duties.

% of Time	N/R	DUTIES
At all times	R	<p>The Director sets the vision and direction for the department and provides overall department leadership and counsel to the various divisions within the department that enforce and administer the operations of the department. This position oversees the entirety of the agency's activities, working closely with the Deputy Director, senior leadership, staff and advisory committees to define and execute its mission in light of statutory responsibilities. Principal responsibility for setting strategic priorities for the department with respect to all components of its mission, in consultation with the governor's office and key agency leadership members to ensure that it achieves its short- and long-range strategic priorities with maximum effectiveness and efficiency.</p> <p>This position provides oversight and direction to the Division of Financial Regulation that protects Oregonians' access to fair products and services through education, regulation, and consumer assistance. The division is responsible for ensuring the safety and soundness of financial institutions, the availability and affordability of financial products, and the fair treatment of consumers. Functions include licensing, regulating, and monitoring the conduct of banks, credit unions, financial services providers, health care service contractors, insurance companies, and licensed or registered agents of such entities.</p> <p>This position serves as the Insurance Commissioner and regulates the business of insurance in the State of Oregon, ensuring that insurance rules, laws, and statutes are executed appropriately for the protection of the insurance-buying public; collects and audits taxes of licensed insurance companies and surplus lines businesses, and licenses, regulates, and monitors the conduct of insurance companies, health care service contractors, fraternal benefit societies, motor clubs and the agents of these entities.</p> <p>This position provides oversight and direction of the Workers' Compensation Division which administers and enforces Oregon's Workers' compensation laws and rules to assure injured workers receive benefits under the law by regulating workers' compensation insurers, self-insured employers; ensuring subject employers provide coverage for their workers; evaluating and reconsidering injury claims to determine the extent of injured workers' disability; supervising and monitoring the medical services provided injured workers; resolving medical and vocation disputes; conducting contested case hearings; monitoring and supervising vocational assistance to assure that injured workers receive employment assistance leading to economic self-sufficiency; and administering the various reserves established under the law.</p> <p>This position provides oversight and direction of the Oregon Occupational Safety and Health division responsible for assuring that employers provide safe and healthful working conditions for Oregon workers through promulgation and enforcement of occupational safety and health regulations, and by providing technical education, compliance assistance, and consultation to employees and employers. The statewide program is authorized by the Oregon Safe Employment Act (ORS 654.001-654.295) and is operated as a comprehensive state plan in cooperation with the federal Occupational Safety and Health Administration.</p> <p>This position provides oversight and direction of the Building Codes Division that is responsible for adoption and enforcement of statewide building codes. Codes relate to the construction, reconstruction, alteration, and repair of buildings and other structures and the installation of mechanical, plumbing, and electrical devices and equipment. The division is responsible for examining, certifying, registering, and licensing individuals in 11 professions and issuing operating permits for three industries. The division works with, provides staff support to, and receives advice and counsel from seven boards: Electrical and Elevator Board, Plumbing Board, Board of Boiler Rules, Manufactured Structures and Parks Advisory Board, Building Codes Structures Board, Building Codes Residential Board, and the Mechanical Board.</p> <p>This position provides oversight and direction of the Oregon Health Insurance Marketplace charged</p>

		<p>with managing the Oregon Health Insurance Exchange program which provides a marketplace for Oregon's qualified health plans to sell insurance to Oregonians in the individual market. The division is responsible for managing the relationship with the federal technology vendor, establishing partnerships with state and federal entities that collaborate around this work and work within the state and national insurance regulatory model to provide ACA compliant and competitive products to Oregon families.</p> <p>This position also provides oversight and direction for operational functions within the agency, including Central Services Division that plan, manage, and direct the information, fiscal and business related shared service program resources of the department with diverse divisions and programs located throughout the state; the Communications section that manages department communication policy and strategy; and Employee Services that provides support to the Office of the Director and leadership and support to the entire department, including the Workers' Compensation Board. This position also provides oversight and direction to the Injured Workers' Ombudsman and Small Business Ombudsman offices responsible for providing assistance and information to injured workers and small businesses regarding workers' compensation, insurance and claims processing matters.</p>
At all times	R	<p>The Director, with assistance from the Deputy Director, develops and implements overall department programs, directives, policies and procedures. Provides direction and appropriate approvals to division administrators as they plan programs and expenditures within authorized limitation levels and fund balances. Receive from division administrators and their deputies any potential revenue, expenditure, or fund balance concerns and collaborate to find resolution. Act with trust and accountability in managing and protecting state funds. Provide counsel and advice to department leadership regarding department operations. Review and analyze department operations to evaluate the performance of the department and to identify areas of potential program modifications and improvements. Identify and manage strategic risks. Ensure the department adheres to department goals, objectives, and strategies. The Director shall approve all legislative concepts proposed by any division prior to their submission to the Department of Administrative Services.</p> <p>Lead the formulation of department policy, seeking input and guidance from division leadership and direct the representation of the department policy and direction with other states, federal agencies, other state agencies, the legislature, professional associations, employer and employee groups, and advisory committees.</p> <p>Serve on behalf of the department on all matters before the legislative committees, federal and local agencies, employer and employee organizations, and the general public. Build and manage external relationships essential to the success of the division, including high-level state and federal government officials, industry leaders and key vendors. Proactively seek opportunities to educate policymakers and the public about the department and its mission to promote consumer protection and positive business climates.</p>
At all times	R	<p>Performs duties in a manner that promotes quality customer service and encourages effective and productive working relationships, including treating everyone fairly, courteously, and respectfully. Exhibits team skills and team participation through willingness to help and support co-workers and participate in team projects. Contributes to the mission and goals of the department by identifying and resolving problems in a constructive manner; improving processes and materials to benefit our customers; being responsive to our customers and co-workers; improving personal skills; and demonstrating openness to constructive feedback and suggestions.</p> <p>Fosters and promotes the importance and value of a diverse, discrimination and harassment-free workplace. Respects diversity of opinions, ideas, and cultural differences. Supports outreach and diversity-related efforts in order to diversify the workforce.</p>

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

Typical open state government office environment. Requires moderate amount of in- and out-of-state travel for collaboration, training, and meetings/conferences. Occasional evening and weekend work may be required. Requires a valid driver's license or other acceptable alternative transportation methods.

May deal with angry people who are in disagreement about department policies or interpretation of the law.

SECTION 5. GUIDELINES

- a. List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

State and federal laws applicable to workers' compensation, occupational safety and health, insurance, financial institutions, and securities regulation, and other applicable laws, rules, policies and procedures associated with department functions and administration.

- b. How are these guidelines used to perform the job?

Above are used to provide a framework for decision making.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come in contact?

<u>Who Contacted</u>	<u>How</u>	<u>Purpose</u>	<u>How Often?</u>
Frequent and/or daily communication with a wide range of contacts, including the governor, legislators, executive branch staff, officials of regulated entities, news media, department staff, civic groups, members of the public, etc.	In person, by phone, by letter, by e-mail	To provide general advice, recommendations and counsel, resolve conflicts, assure adherence to state policy, supervise budget and fiscal activities, and bring to the attention of the governor information on problems that have statewide impact, politically or economically	Daily

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.

Responsible for directives and decisions affecting each program area for major department fiscal, administrative, and program policy decisions. Decisions have a direct impact on the workplace and economic safety and soundness of all Oregon citizens and businesses.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

Governor, as required.

SECTION 9. SUPERVISORY DUTIES TO BE COMPLETED **ONLY** FOR POSITIONS IN MANAGEMENT SERVICE

a. How many employees are directly supervised by this position? Ranges up to 15 Through Subordinate Supervisors?
about 925

b. Which of the following supervisory/management activities does this job perform?

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Plans Work | <input checked="" type="checkbox"/> Responds to Grievances | <input checked="" type="checkbox"/> Hires/Fires (or Effectively Recommends) |
| <input checked="" type="checkbox"/> Assigns Work | <input checked="" type="checkbox"/> Disciplines/Rewards | <input checked="" type="checkbox"/> Prepares and Signs Performance Appraisals |
| <input checked="" type="checkbox"/> Approves Work | | |

SECTION 10. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to an understanding of this position:

- A confirmable track record of highly ethical and professional behavior
- Proven track record of forward-looking organizational leadership
- Demonstrated ability to be firm, fair, and unbiased in carrying out professional responsibilities
- Expert experience communicating effectively, orally and in writing
- Strong experience interpreting statutes, legal opinions, and regulations
- Strong positive experience supervising, organize, and motivate employees is required
- Considerable knowledge and skill in planning and coordination of services provided by a state agency
- Strong experience of state, and federal laws and regulations; of business and management principles involved in strategic planning, resource allocation, and leadership techniques; of accounting, budgeting, and financial principles; and of the principles and practices of public administration and management

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate in what area, how much (biennially) and type of funds:

Has authority to commit department budgeted funds in all divisions up to amounts approved by the Legislature and the Emergency Board.

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. See instructions for detail to be included on the chart.

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date