



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
November 3, 2025

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: Oregon Department of Energy

Facility:

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

<p>a. Classification Title: <u>Public Service Representative 4</u></p> <p>c. Effective Date: <u>July 1, 2025</u></p> <p>e. Working Title: <u>Incentive Program Assistant</u></p> <p>g. Section Title: <u>Energy Development Services</u></p> <p>i. Employee Name: <u>VACANT</u></p> <p>k. Work Location (City – County): <u>Salem – Marion</u></p> <p>l. Supervisor Name (Optional): <u>Pandian Krishnaswamy</u></p>	<p>b. Classification No: <u>C0324</u></p> <p>d. Position No: <u>2527012</u></p> <p>f. Agency No: <u>33000</u></p> <p>h. Budget Auth No: <u></u></p> <p>j. Repr. Code: <u>UA</u></p>	
<p>m. Position: <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share</p>		
<p>n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt</p>	<p>If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative</p>	<p>o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

SECTION 2. PROGRAM AND POSITION INFORMATION

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

The Oregon Department of Energy's vision is to lead Oregon to a safe, equitable, clean, and sustainable future. ODOE helps Oregonians make informed decisions and maintain a resilient and affordable energy system. We advance solutions to shape an equitable clean energy transition, protect the environment and public health, and responsibly balance energy needs and impacts for current and future generations. ODOE helps Oregonians improve the energy efficiency of their homes, provides policy expertise to prepare for Oregon's future energy needs, staffs the Energy Facility Siting Council, provides technical and financial assistance to encourage investments in energy efficiency and renewable energy resources, represents Oregon's interests in the cleanup of the Hanford nuclear site, and ensures state preparedness to respond to energy related emergencies. ODOE employs approximately 123 employees and is funded with revenue from more than 30 sources, including \$55.6 million in general fund, \$108.3 million in other funds, \$9.3 million in federal funds, \$1.4 million in lottery funds debt service, and \$29.4 million in non-limited loan program and debt service funds.

The Energy Development Services (EDS) Division administers grant programs to tribes, businesses, households, nonprofits, and the public sector to help Oregonians implement conservation, energy efficiency, resilience, and renewable energy projects. Current programs include the Solar + Storage Rebate Program, the Community Renewable Energy Grant Program, the Energy Efficient Wildfire Rebuilding Program, the Community Deployment Heat Pump Program, the Oregon Rental Home Heat Pump Program, the Grid Resilience program, the Home Energy Rebate Programs and the Solar For All Program. This Division is also responsible for overseeing the close-out of legacy incentive programs and related projects, including the Small-Scale Energy Loan Program.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Provide research, analysis, and interpretation of program rules, policies, procedures, and laws. This position connects customers, applicants, and interested parties with available energy programs, ensuring accurate information and support. This position plays a vital role in processing applications, resolving inquiries, and maintaining program data.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
65%	N	E	Research, Analysis, and Program Support <ul style="list-style-type: none"> Research agency records, databases, and reference materials to respond to customer inquiries with accurate information. Manage and maintain program databases, ensuring data accuracy, timely entry, and relevant analysis for program needs. Monitor and organize the division’s public-facing email inbox, triaging requests and taking appropriate action. Generate reports and retrieve program data for routine and ad-hoc statistical analysis. Process program applications received via mail, fax, or online platforms, ensuring compliance with state statutes, administrative rules, and program policies. Ensure the accuracy and efficiency of the application review process while maintaining clear and responsive communication with applicants. Draft and distribute formal correspondence, including application follow-ups, rebate determinations, and other necessary communications. Serve as a primary liaison between the public and the agency, addressing concerns, resolving issues, and escalating complex cases when necessary. Track, calculate, and audit rebate claims to ensure program limits are not exceeded, notifying management of discrepancies. Coordinate with the accounts receivable to ensure the timely and accurate disbursement of rebate payments. Maintain organized physical and electronic records, including applications, contractor documentation, invoices, rebate details, and signed agreements. Review and update program procedures and knowledge bases as needed. Adhere to public records laws and follow retention policies for program documentation.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

35%	N	E	Customer Service & Program Outreach
			<ul style="list-style-type: none"> • Serve as the primary point of contact for incentive programs, responding to public inquiries via phone, email, chat, online meetings, and mail.
			<ul style="list-style-type: none"> • Provide clear guidance on program rules, application statuses, rebate calculations, and award timelines.
			<ul style="list-style-type: none"> • Assist customers with troubleshooting online applications, including browser compatibility issues, clearing cache, and resolving system errors.
			<ul style="list-style-type: none"> • Document customer interactions, including contact details, inquiry topics, and resolutions.
			<ul style="list-style-type: none"> • Maintain and update mailing lists and assist with program-related communications.
			<ul style="list-style-type: none"> • Assist in developing informational materials, such as brochures, FAQs, and website content.
			<ul style="list-style-type: none"> • Provide general administrative support, including backup receptionist duties and phone coverage.
			<ul style="list-style-type: none"> • Schedule and coordinate site inspection visits, managing calendars, notifying relevant parties, and ensuring smooth logistics.
			<ul style="list-style-type: none"> • Conduct on-site inspections as needed to verify program compliance.
Ongoing	NC	E	Miscellaneous
			<ul style="list-style-type: none"> • Perform duties in a manner that promotes customer service and harmonious working relationships; treat all individuals courteously and with dignity and respect.
			<ul style="list-style-type: none"> • Lead and recognize the value of individual and cultural differences, demonstrate evidence of ongoing development of personal cultural awareness and humility, create and foster an inclusive work environment that is respectful, accepts diversity, and where talents and abilities are valued.
			<ul style="list-style-type: none"> • Develop positive working relationships with agency staff and supervisors by actively partnering, communicating, and supporting co-workers, identifying and collaboratively resolving problems constructively.
			<ul style="list-style-type: none"> • Demonstrate openness to constructive feedback and suggestions to improve work performance.
			<ul style="list-style-type: none"> • Contribute to a positive and productive work environment; perform all duties in a safe manner; and comply with all policies, procedures, and agency best practices.
			<ul style="list-style-type: none"> • Foster and promote the importance and value of a diverse and discrimination and harassment-free workplace.
			<ul style="list-style-type: none"> • Participate in collaborative and strategic relationships with key invested, involved, or impacted partners by holding awareness and being attentive to the direct and indirect accountabilities and opportunities to positively impact and influence the goals, strategies, actions, and measures outlined in the agency's strategic plan.
			<ul style="list-style-type: none"> • Other duties and special projects as assigned.
			<ul style="list-style-type: none"> • Maintains confidentiality of information that is exempt from disclosure under Oregon's public records law.
			<ul style="list-style-type: none"> • Ensure regular and consistent attendance to meet job demands and provide necessary services.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

The position is primarily office-based in an open landscape with cubicles and potential audible distractions. It requires extended periods of sitting, standing, using a keyboard, performing computer-based work, and using a cell phone. Work may involve lifting or carrying objects up to 15 pounds, bending, crouching, reaching overhead, and transporting oneself throughout the office or to offsite locations. The position frequently requires reading, writing, and preparing documents that demand concentration, attention to detail, and strong written and verbal communication skills. The work environment involves daily use of electronic, audio-visual, and computer equipment. The role may involve exposure to stressful situations, urgent or critical requests, and interaction with challenging or hostile individuals. Work assignments may include multitasking under strict deadlines, changing priorities, and short timelines, and may require flexibility, adaptability, and independent judgment within established guidelines. This position may require extended hours during legislative sessions, short-term project deadlines, or other high-priority agency needs, as well as occasional travel, including overnight trips. The employee is expected to work a regular 40-hour schedule, Monday through Friday, with the possibility of scheduled or unscheduled weekend work or hours outside of normal business hours.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes
Federal rules, regulations and initiatives
Department of Administrative Services Administrative Rules
Department of Energy Administrative Rules
Department of Energy Policies and Procedures
ODOE desk procedures
Procedures in Electronic Processing Platforms including Customer Relationship Management systems (CRM)
Knowledge articles, Guides, publications and information from department website and e-mails

b. How are these guidelines used?

Used in professional workplace conduct. Used in responding to questions from ODOE staff, state entities, contractors and vendors, or the public. Used in determining compliance for processing work related forms and documents. Ensure information provided to the public is consistent with program operations. Ensure proper procedures are followed to provide the best possible service to the agency and the public.

SECTION 6. WORK CONTACTS

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

Who Contacted	How	Purpose	How Often?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
Agency Staff	In person, phone, email, virtual	Discuss business, policies, programs, and priorities; provide technical assistance and support; foster collaboration and effective communication	Daily
Public	In person, phone, email, virtual	Provide/receive project information; explain program requirements; provide program assistance	Daily
Other State & Federal Agencies, Local governments, ETO, and industry organizations	In person, phone, email, virtual	Provide/receive project information; explain program requirements; provide program assistance	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position exercises independent judgment within the framework of established laws, administrative rules, policies, and procedures. The incumbent is responsible for determining appropriate workflows, verifying the validity of program applications, and resolving customer inquiries. Discretion is required when addressing conflicts, resolving complaints, and clarifying program requirements, though complex or high-impact decisions are escalated to management when necessary.

Decisions made in this role directly impact the efficiency of program operations, the accuracy of incentive processing, and the overall credibility of the EDS division and the agency. Misinterpretation or misapplication of program rules could lead to delays, financial discrepancies, or reputational risks, including the potential need to recover improperly issued incentives.

By ensuring program integrity, maintaining responsive customer service, and providing accurate information, this position supports the Oregon Department of Energy's mission to promote sustainable energy solutions and equitable access to energy programs statewide.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Business Operations Manager 3	2325037	Through ongoing dialogue, collaborative check-ins, and structured performance evaluations. Feedback may be provided during team meetings or one-on-one discussions.	Quarterly	To provide guidance, support professional development, ensure alignment with program goals, and assess performance and effectiveness.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|--|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hire and discharge |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepare & sign performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

- Employment is contingent upon the successful completion of a criminal background check.
- This position requires the ability to travel as needed. The employee must possess and maintain a valid driver's license in their state of residence and have a satisfactory and acceptable driving record

BUDGET AUTHORITY: If this position has authority to commit to agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date