



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
06/01/2026

This position is:

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

Agency: Department of Consumer & Business Services

Facility: Salem | DCBS | Edgewater St

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Compliance Specialist 2
b. Classification No: C5247
c. Working Title: Field Investigator
d. PPDB No/WD ID: PPDB: 0004.747 WD 000000042140
e. Section Title: Licensing Compliance
f. Agency No: 44000
g. Employee Name: Vacant
h. Budget Auth No:
i. Supervisor Name: Andrea Simmons
j. Repr. Code: AT
k. Work Location (City – County): Salem – Polk, Medford – Jackson

I. Position: Permanent Full-Time Seasonal Part-Time Limited Duration Intermittent Academic Year Job Share
m. FLSA: Exempt Non-Exempt If Exempt: Executive/Supervisory Administrative Professional Computer
n. Eligible for Overtime: Yes No

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 Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. 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; Small Business Ombudsman; and Ombudsman for Oregon Workers. The department provides shared services to all divisions through the Director's Office and Central Services Division. The department also provides shared services to the Workers' Compensation Board. DCBS employs 950 employees and has a biennial operating budget of approximately \$685 million.

The Building Codes Division (BCD) 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, Building Codes Structures Board, Residential and Manufactured Structures Board, Mechanical Board, and Construction Industry Energy Board.

The division has a biennial budget of approximately \$53.1 million and a staff of 133 employees (2023-25 Legislatively Adopted Budget). The majority of its budget is derived from fees charged for division activities such as permits, certifications, licenses, and code enforcement for which the division bills and receives payment.

The Licensing Compliance Section is responsible for licensing and enforcement activities. This section provides licensing services to the boiler and pressure vessel, electrical, elevator, and plumbing industries on behalf of their industry boards, and running the statewide minor label program. This section is responsible for processing licensing applications, facilitating testing, tracking continuing education, and licensing renewal services. In addition to overseeing individual trade licenses and issuing certifications. This section also processes applications and issues specialized contractor licenses to construction businesses.

The section is also responsible for building code enforcement, license and permit enforcement, and assessment of civil penalties. Through public meetings, the section provides compliance training to local jurisdictions, building officials, construction industry professionals, building owners, and the general public. The section coordinates with the Attorney General’s Office and conducts certain division contested case hearings, provides code enforcement support to other sections, provides enforcement of licensing, and permit requirements.

**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:**

Process enforcement actions for code and license violations; investigate complaints; evaluate findings; prepare and file investigative reports; write citations; develop testimony and compliance notices and orders; develop compliance standards and procedures; and represent the division at contested case hearings. Engage in alternative dispute resolution processes to resolve cases in a timely efficient manner. Assess penalties as an agent of various boards/director.

**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
Ongoing		E	<ul style="list-style-type: none"> <li>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of</li> </ul>

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

			<p>constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere.</p> <ul style="list-style-type: none"> <li>• Foster and promote the importance and value of a diverse, discrimination and harassment free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity related efforts in order to diversify the workforce.</li> <li>• Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.</li> <li>• Maintains confidentiality due to nature of work being performed.</li> </ul>
65	NC	E	<p>Investigates violations of statutes and rules governing the Oregon Specialty Codes to include identifying and interviewing violators and witnesses: including, but not limited to, inspectors and homeowners/property owners. Collects, analyzes and interprets information relating to the violation in accordance with the rules of evidence. Uses generally recognized investigative techniques. Conducts on-site reviews to investigate and determine compliance. Applies and interprets governing statutes, administrative rules, specialty codes, policies and procedures relevant to violations. Prepares an investigative report with exhibits showing evidence of a violation that may be used in an administrative hearing or court of law. Testifies as a witness in contested case hearings. Engages in field surveillance activities to identify violations of specialty codes, licensing and permit requirements, and when necessary, works with other state agencies and local jurisdictions. Issues citations to violators and prepares compliance reports on violations observed in field surveillance activities. Assists and collaborates with the Contested Case Representative in the development of cases.</p>
15	NC	E	<p>Provides technical assistance for compliance training to local jurisdictions, division inspectors, and industry trade groups. Collaborates with local officials to solve potential conflict or misinterpretation of regulations. Prepares and presents training materials. Identifies training needs to gain compliance or improve program operations.</p>
10	NC	E	<p>Assists Contested Case Representative on development and implementation of compliance policies, procedures, manuals and forms relating to compliance matters. Participates in meetings and special committees relating to compliance program strategic planning and operational policies and procedures. Assists in public education programs on compliance matters at trade shows and other public forums. Responds orally and in writing to general inquiries on compliance matters from the general public, trade associations, other state and local jurisdictions, and others.</p>
10	NC	NE	<p>Other duties as assigned including assisting staff with various projects/activities to meet the division's work demands. Travel may be necessary for all BCD positions given that the division operates multiple field offices and periodically must address workload issues.</p>
100%			

## 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.**

This position is eligible for remote work on a part-time basis once the incumbent has gained the proficiency to perform work independently. However regular, scheduled office hours are also required.

Frequent travel is required throughout the state in fair and potentially inclement weather conditions; some overnight stay may be required. Employee must possess a valid driver’s license and maintain a satisfactory driving record at all times. Occasional climbing or crawling to investigate violations. Occasional overtime may be required. Employee may be dealing with hostile individuals. Time is also spent in an office environment, which requires long hours sitting or keyboarding; overtime requirements as required by workload. May be required to work weekends, holidays and evenings periodically.

**a. Physical Activities**

- Climbing  Balancing  Stooping
- Kneeling  Crouching  Crawling
- Reaching  Standing  Walking
- Pushing  Pulling  Lifting (10-25 lbs.)
- Fingering  Grasping  Feeling
- Talking  Hearing  Repetitive Motions

**b. Physical Requirements**

- Sedentary Work  Light Work  Medium Work
- Heavy Work  Very Heavy Work

**c. Visual Activity Requirements**

- Machine Operators (including inspection), Inspection, Close Assembly, Clerical, Administrative
- Machine Operators (without inspection), Mechanics, Skilled Trades-people
- Mobile Equipment Operators
- Other – Driving – Must have an acceptable driving record

**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.**

Various specialty codes comprising the State Building Code, corresponding statutes and administrative rules, division policies and procedures and Attorney General's Administrative Law Manual and Uniform and Model Rules of Procedure under the Administrative Procedures Act.

**b. How are these guidelines used?**

These documents are used to identify and verify violations of laws and rules, prepare case files including hearing and court documents and orders to compel corrective action and assess penalties.

**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".*

Local Jurisdictions	Phone, in person, written	Receive complaints to investigate, gain cooperation, impose corrections, provide information	Daily
Complainants	Phone, in person, written	Gain and provide information	Daily
Respondents	Phone, in person, written	Gain and provide information, negotiate settlements and payments	Daily
Attorneys	Phone, in person, written	Gain and provide information, negotiate settlements	Daily
Various units of Government	Phone, in person, written	Receive complaints to investigate, gain cooperation, impose corrections, provide information	Daily

## SECTION 7. POSITION RELATED DECISION MAKING

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

The Field Investigator works independently to interpret and apply regulations. The Field Investigator evaluates non-compliance with building codes, licensing and permits laws to determine appropriate recommendation and course of action consistent with the penalty matrix. Inappropriate decisions may result in persons not being required to comply with state laws and inconsistent and/or unfair treatment of construction contractors and property owners. Inappropriate compliance actions such as levying fines when there is no violation, subjects the division and the public to unnecessary legal fees and possible liability. Field Investigators may advise local jurisdiction building officials on how to appropriately enforce building codes, licensing and permit laws and penalties against violators. Incorrect advice may cause the local jurisdiction to act inappropriately as well. Such mistakes cause unnecessary liability, and poor public relations between the division, the public and local programs. This position decides whether or not to process violation while assessing the validity of enforcement referrals and evidence. Decides what is necessary to complete an investigation, what charges to assess, what fines to impose or assign, determines what is appropriate for settlement and takes appropriate steps to ensure compliance is achieved. Decisions have the potential of broad impact and increases in liability for the division.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance and Regulatory Mgr 2	0004.738	Verbally or in writing	Periodically	Assess job performance, encourage growth, take corrective action

*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? \_\_\_\_\_  
 How many employees are supervised through a subordinate supervisor? \_\_\_\_\_
- 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"/> Hires and discharges  |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring     |

- Responds to grievances
- Disciplines and rewards

- Gives input for performance evaluations
- Prepares & signs 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:

Job requires knowledge of ORS's/OAR's; investigative principles and practices; and enforcement methods typical to regulatory organizations.

Job requires analysis of complex enforcement facts; analysis of application of laws and rules to fact situations; managing issues with competing interests; monitoring, compiling and summarizing findings; managing varying deadlines and multiple projects; analyzing conflicting allegations or data and reaching logical conclusions; researching, analyzing and reviewing projects individually and in teams. This position requires in-depth analysis and interpretation of issues, development of alternative solutions and extensive use of information and evidence developed through the investigative process. The person in the position must be detail-oriented.

The employee possesses in-depth program knowledge relative to the enforcement process and impact to internal and external stakeholders.

**Special Requirements:**

Position is subject to a criminal background check.

The individual shall have and maintain a valid operator's license and maintain a satisfactory driving record.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

**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