STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2/6/2026

This position is:
☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	Program Analyst 1	**b.** Classification No:	C0860
c. Effective Date:	November 1, 2026	**d.** Position No:	1000.518
e. Working Title:	Assistant Ombuds	**f.** Agency No:	44000
g. Section Title:	Ombuds Office for Oregon Workers	**h.** Budget Auth No:	680530
i. Employee Name:		**j.** Repr. Code:	OAS

k. Work Location (City – County): Salem/Marion

l. Supervisor Name: Barbra Anderson

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

n. FLSA: ☐ Exempt ☒ Non-Exempt

If Exempt: ☐ Executive ☐ Administrative ☐ Professional ☐ Computer

o. 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.

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 direct services to workers, ensuring they understand their rights, benefits, protections and responsibilities within the workers' compensation system and occupational safety and health. Advocate for workers through accepting, investigating and acting to resolve complaints and concerns workers raise regarding the Oregon's workers' compensation system and workplace safety and health. Work directly with other state agencies and worker advocacy groups to advocate for changes throughout the workers' compensation system and workplace safety and health.

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			• 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 constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere. • 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. • Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.
30%		E	• Educates by providing information regarding requirements and rights within workers' compensation and workplace safety and health. • Interacts with injured workers, insurance claims adjusters, unions, employers, attorneys, physicians, units and staff of Workers' Compensation Division, Oregon OSHA, Bureau of Labor and Industries and other public and private agencies in order to determine nature and validity of complaints.
25%		E	• Investigates and acts to resolve individual complaints of workers or complaints filed on their behalf by gathering information, communicating with involved parties and ensuring rules and statutes are being adhered to. • Researches, analyzes facts, and applies applicable laws, rules, and policies regarding inquiries from individuals, and agencies (public & private). Obtains and reviews written and electronic information, including that contained in the Workers' Compensation Claims Information System, insurers' claims files and other medical, legal, vocational and rehabilitation information pertinent to the complaint.

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

			Professionally communicate findings, remedies and available resources by telephone, in writing, and in person.
25%		E	• Advocates for workers in order to resolve documented compensation concerns, problems and complaints. • Engages in problem solving, through informal mediation, negotiation and other forms of administrative advocacy with workers and insurers, employers, Workers' Compensation Division, Oregon OSHA and management, in order to address workers' concerns, problems and complaints. • Informs injured workers of other appropriate sources of assistance, including legal assistance, when requested or when OOW is unable to provide the assistance necessary to address and resolve concerns, problem or complaints. • Maintain documentation of activities.
10%		N	• Assists Chief Assistant Ombuds with managing CDA tracking and communication with the Workers' Compensation CDA team; procurement of office supplies (as needed); manage and distribute office voice messages.
10%		E	• Provides education and information to workers, worker advocacy groups, insurers, self-insured employers, union shop stewards, and worker safety committees through outreach activities. • Staffs OOW mobile tours. OOW meets with workers who live in outlying areas of the state in order to hear and address workers' compensation concerns and complaints. • Makes formal and informal presentations at organized labor events, workers' compensation, safety and health, employment and other conferences and events, including Oregon OSHA Safety conferences, the Governor's Occupational Safety and Health Conference, the Workers' Compensation Division's Educational Conference, and the Bureau of Labor and Industries Employment Law Conference. • Serves as OOW's liaison to allied and related agencies and groups, including OVRS, BOLI, OSHA, organized labor, Oregon Workers' Compensation Claim Adjusters Association, Oregon State Bar, and Oregon Trial Lawyers' Association.
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.

- Often high volume workload.
- Stressful and regular contact with hostile people.
- Sitting at a workstation and on the phone for extended periods up to two hours at a time, eight hours per day. Activities include using a computer to retrieve and enter data and create documents; and, reviewing written documents.
- Frequent face-to-face meetings with injured workers
- Occasional in-state travel, including overnight
- Occasional reaching, stooping, bending, and lifting of not more than 30 pounds.

This position is eligible to telework on a full-time basis once the incumbent has gained the proficiency to perform work independently. The incumbent may occasionally be asked to work from the office on an as-needed basis.

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.

Desk procedure manuals
Oregon Revised Statutes
Oregon Administrative Rules
Workers' Compensation Case Law
Workers' Compensation Division
Bulletins
DCBS & DAS policies and procedures
Oregon OSHA policies and procedures

b. How are these guidelines used?

Used to investigate and determine appropriate benefits, recourse, processes for resolution, and OOW action.

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?
Injured workers	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Insurers	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Labor Unions	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Injured worker attorneys	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Insurance Co attorneys	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Medical service providers	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
WC Division and Board	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
OR-OSHA, OVRS, BOLI and other agencies	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily
Public/private community advocacy groups	Phone, writing, in person	Inform, educate, investigate, advocate, refer	Daily

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

SECTION 7. POSITION RELATED DECISION MAKING

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

Interpretation and application of statutes, rules and case law requiring judgment, analysis and develop necessary action or options. Determine if problems and complaints are valid workers' compensation or workplace safety and health issues. Determine if problems and complaints have merit - i.e., are violations or possible violations of statutes, rules, policies or generally accepted standards of practice; identify options and possible solutions to problems. Develop and pursue administrative solutions, remedies and strategies to simple and complex problems and complaints, functioning as a problem solver, informal mediator, negotiator and administrative advocate. Advise about the relative benefits, risks and liabilities of different courses of action. Evaluate and inform workers about the pros and cons of proposed settlements. Refer workers to third parties for assistance upon request, when OIW cannot provide needed assistance or use of a third party is more likely to achieve the outcome desired by the worker. Inappropriate decisions may result in failure to protect the worker's rights and eligibility of benefits.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Ombuds for Oregon Workers	Business Operations Manager 2 (1000.747)	in person or virtually and through written correspondence	occasionally	To provide guidance, support, and to evaluate activities and results
The chief assistant and senior assistant ombuds	Program Analyst 2 (1000.745 and 1000.748)	In person or virtually	Daily	To provide guidance, evaluate activities and results

Note: *If additional rows of the below table are needed, place curser 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? N/A

How many employees are supervised through a subordinate supervisor? N/A

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ 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:

Fluency in Spanish, Vietnamese, Russian or other non-English languages spoken by large numbers of Oregon workers is very beneficial.

Successful completion of a course for workers' compensation claims examiner certification is very beneficial.

Special Requirements:
Position is subject to a criminal background check.

BUDGET AUTHORITY: If this position has authority to commit 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 curser 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 _____