



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
3/11/2026

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: Operations & Policy Analyst 3
b. Classification No: C0872
c. Effective Date: March 1, 2026
d. Position No: 3000.016
e. Working Title: Legal Issues Coordinator
f. Agency No: 44000
g. Section Title: Operations Section
h. Budget Auth No: 000926240
i. Employee Name: vacant
j. Repr. Code: OAS
k. Work Location (City – County): Salem – Marion
l. Supervisor Name: Daneka Karma

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.

The Workers' Compensation Division administers, regulates, and enforces the law to protect benefits related to workers' on-the-job injuries and illnesses, while providing a positive business climate for Oregon businesses. Workers, employers, insurance companies, medical and vocational providers, attorneys, service companies and others participate in the workers' compensation system. The division has 175 positions and a biennial operations budget of approximately \$60 million. The division is led by the Administrator's Office and is organized into four sections: Modernization Operations, Performance, and Resolution.

WCD's mission: "We ensure an equitable workers' compensation system for all."

The Operations Section of the Workers' Compensation Division (WCD) consists of three units comprised of five teams that support WCD and its mission to advance a leading workers' compensation system that represents integrity and fairness for Oregonians. The section does so by providing critical administrative services such as:

- Maintaining claims records and the claims information system;
- Providing policy and legislative review;
- Conducting rules development and coordination;
- Purchasing and delivering goods and services;
- Managing and maintaining information technology equipment and systems;
- Coordinating training and travel;
- Providing outreach services including publication creation and review; and
- Providing overall business assistance through reception and business identification services

Policy Team:

The policy team assists the administrator in carrying out division programs and responsibilities through analyzing, researching, facilitating, recommending, and communicating policy to improve program operation. The team provides centralized coordination for the division related to rulemaking, legislation, bulletins and forms, legal issues, requests for hearing, electronic data interchange, and division projects.

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:

Serve as a policy analyst, representing the Department of Consumer and Business Services (DCBS) and WCD by explaining workers' compensation program activities, policy issues and proposed legislation to division staff and administration, legislators, federal and state agencies, the public and stakeholders. This position is vital to the division's long-range policy planning and development, and plays a key role in the development of legislation and policy direction for WCD and DCBS. The policy analyst conducts extensive research, provides consultative advice and direction on administrative, policy, programmatic and management aspects of operations to WCD and DCBS administration, management and staff.

The Legal Issues Coordinator is WCD's lead policy advisor to senior WCD and DCBS management on legal issues affecting WCD, DCBS and the Oregon workers' compensation system. This position must facilitate and coordinate the consistent development and implementation of legal and policy matters affecting the division. This position will lead and participate on teams that evaluate programs and processes to improve customer service, ensure legal compliance, and reduce costs. Work product produced by the Legal Issues Coordinator includes precedent-setting final agency orders and analyses, and presentations on legal issues impacting injured workers, medical providers, employers, and workers' compensation insurers in the State of Oregon; the work is therefore highly visible, and of significant interest to the state legislature, other state agencies, and workers' compensation industry stakeholders. The Legal Issues Coordinator must discern the intent of highly complex statutory schemes, legislation, regulations, and policy statements, and decide how to translate the intent into administrative rules, rule interpretations, policy guidance papers, and operational processes.

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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i>			
Ongoing			<p><i>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.</i></p> <p><i>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.</i></p> <p><i>Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.</i></p>
50%		E	<p>Legal Issues: Conduct legal research, and provide consultation, technical guidance and recommendations to WCD administration and division program managers regarding complex legal issues affecting the workers' compensation system, WCD, and related programs.</p> <p>Facilitate and participate in the development of division interpretation and application of statutes, administrative rules, and case law. Review agency regulations and agency compliance with legal requirements. Identify legal, policy, and factual issues.</p> <p>Conduct extensive research to ensure any advice is based on sound understanding of relevant facts and law, anticipating significant foreseeable consequences of advice and recommend actions to ensure that decisions made and actions taken are practical, effective, legally sound and supportable. Prepare written recommendations to WCD administration, division managers, and staff based on clear, cogent, objective analysis of applicable federal and state law and regulations, as well as case law and legislative history, as needed when issues arise.</p> <p>Review and analyze opinions and orders, track case law, review and analyze briefs filed at the Court of Appeals and Supreme Court, discuss and recommend arguments to the Department of Justice (DOJ). Review and provide advice on agency contracts, communications, and settlements.</p> <p>Determine the nature of legal issues, the most effective course of action, and the most advantageous legal strategies. Meet bi-weekly or as needed with DOJ Assistant Attorney General to develop positions and strategy on pending legal issues, appealed cases, litigation, potential litigation or liabilities and other matters, further the goals of agency programs, and ensure actions taken are within the parameters of delegated authority consistent with statutory authority and agency policy and objectives. Engage the DOJ, when necessary, to represent the interests of WCD and DCBS. Coordinate the resolution of legal matters with DOJ. Assist DOJ, as necessary and as requested, in the research, drafting, and development of work related to legal matters affecting WCD and DCBS.</p> <p>Meet and communicate with internal and external stakeholders to discuss, explain, or interpret statutes, rules, case law, and policy, including negotiated resolution of</p>

			<p>enforcement or contractual matters while acting within the parameters of delegated authority consistent with statutory authority and agency policy and objectives. Maintain reference and information files on all division legal analysis and letters of advice issued by the DOJ. Review monthly DOJ bills to ensure matters are billed to correct agency/division and account, and make inquiries as appropriate.</p> <p>Review administrative rules and recommend changes to ensure consistency and compliance with policy decisions, statutes, and case law. Keep division staff and stakeholders, including other state agencies impacted by rule changes, apprised of legal decisions. Analyze impact and develop manner of implementation of legal decisions. Lead and facilitate planning meetings with cross-functional (e.g. communications, program, operations, and information, technology and research staff) teams to coordinate the implementation of legal decisions, provide outreach to industry stakeholders, or identify organizational and operational improvements.</p> <p>Review subpoenas and public records requests for legal sufficiency. Manage, direct, coordinate, and develop agency responses to subpoenas and public records requests to ensure legal compliance with subpoenas and public records laws, as well as confidentiality and data security laws related to personally identifiable information and personal health information. Draft case law updates, summaries, and analyses. Draft memoranda summarizing and analyzing legal issues affecting WCD and DCBS. Draft correspondences with stakeholders. Draft emails and memoranda addressing the interpretation and application of administrative rules and statute. Identify legal matters affecting the interests of WCD and DCBS.</p>
20%		E	<p>Contested Cases / Administrative Rules: Review proposed and final orders issued by the WCB, Hearings Division, for factual accuracy, legal sufficiency, and consistency with workers' compensation law and policy. Review and examine appropriate portions of case record in response to issues raised or addressed in exceptions and briefs submitted by parties to contested case hearing, or attorneys on their behalf. Review and evaluate all testimony, exhibits, and arguments submitted to the judge at the hearing, review the record (medical reports, hearings transcripts, claims documents, depositions, etc.), and weigh the evidence to determine the facts of a case. Conduct legal research and analysis using statutes, case law, legislative history, Attorney General opinions, and agency rules, policy, and precedent. Review and analyze evidence, including medical evidence, witness credibility, arguments and briefs presented at the hearing, including post-hearing briefs, to determine that a full and fair inquiry occurred into complex matters involving workers' compensation issues and a correct decision was rendered by the judge. Prepare an objective analysis of the issues and arguments raised in the parties' briefs and relevant rules, statutes, and case law. Draft a final order for signature by the administrator or director that renders a decision resolving all issues, with findings of fact, conclusions of law, and legal opinions, by affirming with or without supplementation, modifying, or reversing the judge's proposed order, or remanding for further proceedings as appropriate. Identify issues, draft rules, and recommend amendments to division's rules regarding general provisions, hearings, and attorney fees in response to legislative changes, case law, and stakeholder input.</p>
15%		E	<p>Policy Development and Analysis: Manage and coordinate comprehensive studies of WCD legal policy issues and agency operations, in response to changes in legislation or case law, or emerging industry trends. Coordinate periodic review of existing administrative rules and agency operations relating to legal standards and adjudicative processes; evaluate for alignment with current law and policy interpretations; recommend and formulate plans to change rules, processes, and policy direction based on legal research. Analyze legal policy issues that affect other state agencies (e.g. WCB, Oregon DOJ), injured workers, workers' compensation insurers, medical providers, and Oregon businesses. Develop and implement proposals, policies, and strategies to address legislative and legal changes, industry trends, and systemic process improvements. Interpret and explain agency policy and rules to managers, staff, legislators, and the public. Provide input and propose changes to administrative rules based on changes in</p>

			<p>statute or policy direction. Draft administrative rules relating to agency dispute resolution processes and filing and hearing standards and procedures. Establish and lead external and internal stakeholder groups in support of plans for program and process improvement or changes in policy direction or practice. Evaluate the quality and effectiveness of agency programs; recommend strategic changes and priorities for allocating agency resources. Recommend policy strategies and options and legislative position to senior WCD and DCBS managers and agency administration on legal policy matters relating to the Oregon workers' compensation system. Develop policies and processes relating to WCD adjudicative functions, subpoena and public records responses, data security, and confidential information to mitigate state risk. Develop policies and processes on matters relating to workers' compensation benefits, claims processing, civil penalties, licensing and certification, regulatory enforcement, and administrative dispute resolution standards and processes to enhance WCD policy strategies. Represent WCD on national committees and in communication with national organizations (e.g. IAIABC, US Chamber of Commerce, NCCI, and WCRI) that develop workers' compensation policies and analyses, legislative proposals, and procedures. Represent the agency and communicate policy direction before boards, legislative committees, and recognized policy development committees. Draft policy option and recommendation documents on matters relating to entitlement to benefits, claims processing, civil penalties, licensing and certification, regulatory enforcement, and administrative dispute resolution standards and processes.</p>
10%		E	<p>Legislative Analysis: Explain policy issues and the effect of proposed legislation to state legislators, legislative committee members, lobbyists and task forces. Monitor, analyze, and evaluate existing and pending legislation as to legislative and executive intent with potential policy, fiscal, and other impact on agency programs. Watch or listen to legislative hearings and work sessions and prepare summaries of testimony and discussion. Draft suggested language for legislative proposals. Write reports outlining impact of legislative proposals on agency operations. Draft bill analyses for distribution to WCD and DCBS administration, other state agencies, legislators, and industry stakeholders. May attend meetings to explain to legislators how proposed legislation will impact WCD. Monitor federal or state legislation and evaluate potential program impacts. Plan and coordinate needed changes in operations and procedures. Research and prepare background information on legislative proposals for use by executive management; recommend agency position. Recommend changes in legislation to bring about needed changes in program operations. Assist in drafting policy changes as necessary to ensure compliance with legislative changes. Draft and edit legislative testimony and approve testimony developed by others. Draft and develop fiscal impact statements. Develop strategies and coordinate the implementation of federal laws, regulations, or requirements. Review and monitor federal legislation in matters of concern to WCD or the workers' compensation system. Plan and coordinate needed changes in WCD operations and procedures. Draft, recommend, facilitate, and monitor changes in WCD rule, policy, operations, procedure, or practice as necessary to implement and ensure compliance with legislative changes.</p>
5%		E	<p>Enterprise: Participate in division activities that seek to improve communications, work processes, customer service, and outcomes supporting the division's mission and strategic goals. Employee may be assigned such activities by management or may elect to participate in such activities with management approval. Communicate with managers and other employees within the agency to identify, assess, and resolve problems affecting work processes, outcomes, and policy issues in a manner that reflects and models constructive candor and positive regard for coworkers.</p>
<u>100%</u>			

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.

Typical office environment. Primarily sedentary work during daytime, weekday hours. Extended use of video display terminal for up to two hours at a time, up to seven hours per day. Occasional reaching, stooping, bending, or lifting of not more than 10 pounds. Frequently will visit staff at their workstations. Frequent telephone, correspondence, and personal dealings with division and department staff or with members of the public. Regular attendance in staff and committee meetings in the building or at off-site locations. May be exposed to conflicting needs or priorities of the various parties. Often must work against imposed deadlines or with short notice, which may require schedule adjustments. Occasional travel to attend off-site meetings, training, or seminars; to confer with other agency staff or stakeholders; or to perform research.

The employee deals with all levels of agency management and staff and may interact with the public, appointed officials, legislators and their staffs, representatives of other agencies, and representatives of the regulated workers' compensation system to give consultative advice, present research findings, facilitate meetings, and recommend policy or legislative changes.

This position is eligible for remote work part- or full-time, 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.

- Oregon Revised Statutes (chapters 183, 656, and 731)
- Oregon Administrative Rules
- DAS/DCBS/WCD policies and procedures
- WCD bulletins
- Federal rules and statutes
- Administrative Procedures Act
- Oregon Supreme Court & Court of Appeals opinions
- Workers' Compensation Board decisions

b. How are these guidelines used?

Used in preparing analysis; in assisting department and division with issues requiring legal research; in tracking relevant cases; in preparing hand-out materials for various presentations.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
WCD Administrator, Deputy Administrator, section and unit managers, and staff	Phone / in person/writing	Discuss policy and legal issues and cases impacting WCD; recommend strategies, options, and positions; implement changes in WCD regulations, policy, or programs; gather and verify information relating to legal and policy matters; and explain WCD policy and processes.	Daily
Oregon Department of Justice	Phone / in person / writing	Discuss policy and legal issues and cases impacting WCD; recommend strategies, options, and positions; gather and verify information relating to legal matters; and explain WCD policy and processes.	Weekly
Director, Deputy Director, DCBS Managers and staff	Phone / in person / writing	Discuss policy and legal issues and cases impacting DCBS; recommend strategies, options, and positions; gather and verify information relating to legal and policy matters; and explain WCD policy and processes.	As needed
Legislators	Phone / in person / writing	Discuss policy and legal issues and cases impacting WCD; gather and verify information relating to legal and policy matters; and explain WCD policy and processes.	As needed
Attorneys, Pro Se Workers, Public, Governor's Management-Labor Advisory Committee, Insurance Industry Representatives, Employers, Medical Providers	Phone / in person / writing	Discuss policy and legal issues and cases impacting WCD; gather and verify information relating to legal and policy matters and industry trends; recommend strategies, options, and positions when appropriate; gather and verify information; and explain WCD policy and processes.	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

Recommend, develop, and draft final agency action in contested case orders, including precedent-setting agency interpretations of rule and statute, with potential impact on agency programs, other state agencies, injured workers, workers' compensation insurers, Oregon employers, and medical providers. Represent and articulate agency policy in orders prepared.

Analyze cases, administrative rules, legislation, legislative history, etc., impacting division policy, programs, or procedures. Determine impact of proposed changes and recommend appropriate action. Analyze, develop, implement, and revise section and division initiatives. Determine and represent (with others) department position on legislative issues. Determine and recommend appropriate course of agency action in response to various legal issues, including subpoenas, public records requests, contractual disputes, potential litigation, settlement negotiations, and enforcement actions. Independently identify sources of potential agency liabilities and risk exposure, and determine and recommend appropriate risk mitigation strategies and courses of action.

Guidelines consist of broad administrative policy statements, pertinent legislative history, related court decisions, legal standards, procedures, duties, and obligations, management policy initiatives, statute, regulations, and professional standards. Typically delegated responsibility to plan, schedule, and carry out major projects and direct, coordinate, or implement plans and actions relating to legal issues affecting WCD or the workers' compensation system. Decides whether to broaden or narrow the scope of projects or studies. Findings and recommendations are normally accepted without significant change. Recommendations are reviewed by division administrator and executive management for approval. A manager reviews work for potential influence on broad agency or state policy and program goals. This position must provide policy options on how best to proceed in a given situation or how to resolve an issue and ultimately recommend courses of action for division functions with long- and short-range goals, in conjunction with available funding and agency priorities. Based on deep and broad understanding of the workers' compensation system, decisions made by this position will assure agency and legislatively mandated goals are supported. Failure to accurately and consistently represent division/agency needs could harm WCD's credibility, contribute to inefficient or ineffective work processes or financial loss, or hamper achievement of objectives.

Failure to accurately and consistently represent division and agency policy and needs could harm the WCD's credibility, contribute to inefficient or ineffective work processes or financial loss, or hamper achievement of objectives.

The incumbent is delegated the responsibility to plan, determine scope, schedule and carry out major projects with minimal supervision. Independent judgments and decisions must be consistent with agency needs and priorities.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Compliance & Regulatory Manager 1	8000.558	The incumbent or administrator may ask for one-on-one meetings, regular staff meetings and individual conferences as needed to discuss performance, expectations, questions or problems, to evaluate on-going projects, and to ensure appropriate and timely legal issues technical support is provided to division management and staff, and is consistent with division goals and budget restraints.	As needed	
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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"/> Hires and discharges |
| <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"/> 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:

Special Requirements:

Must possess a valid and unencumbered driver's license, or provide an effective alternative method of transportation.

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
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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