



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/16/2025

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date:
d. Position No: 3000.032
e. Working Title: Claims Coding Specialist / Reception Backup
f. Agency No: 44000
g. Section Title: Operations Section (Claims Unit)
h. Budget Auth No: 001221380
i. Employee Name: Vacant
j. Repr. Code: OAS
k. Work Location (City – County): Salem – Marion
l. Supervisor Name: Katie VanCleave

m. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share

n. FLSA: [] Exempt [x] Non-Exempt
If Exempt: [] Executive [] Administrative [] Professional [] Computer
o. Eligible for Overtime: [x] 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

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 injured worker claim reports according to U. S. Bureau of Labor & Statistics (BLS) guidelines and other agency business needs. Accurately data enter information into the Claims Information System (CIS) and update information as necessary. Once the claim is on the data system the agency can begin to monitor, track, evaluate, and analyze the information. This data provides information for use by WCD, BLS, the Research and Analysis Section of DCBS, the Oregon Occupational Safety and Health Division (OR-OSHA), safety directors, attorneys, union representatives, legislators, and insurers. This position also is dedicated to provide assistance to the central reception position as necessary.

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>
75%		E	<p>CODING</p> <p><i>Data Entry</i> Receives insurer documents electronically to process in to the Claim Information System (CIS). Sorts, renames, and saves documents according to procedure. Creates claim record and enters associated data into the CIS. Adds subsequent data received from insurer.</p> <p><i>Screening</i></p>

			<p>Organizes insurer documents and injured worker reports received daily. Screens for completeness, consistency, and reasonability of data using unit procedures. Checks documents against Claim Information System (CIS) database and determines if a claimant, a claim, a document, or data is already on the database. Processes documents according to established procedures. Forwards to Quality Control for resolution of discrepancies if necessary.</p> <p><i>Employer Reference</i> Researches and assigns the correct employer, work location, insurer, third-party administrator (TPA), claim processing location, and North American Industry Classification System (NAICS) code to the claim received from the insurer. Data enters the information into CIS.</p> <p><i>Standard Occupational Coding</i> Uses the information contained in insurer provided documents to interpret occupation and working title. Converts working titles into the appropriate Standard Occupational Code (SOC) using guidelines and procedures established by the U.S. Bureau of Labor & Statistics (BLS) and DCBS. Data enters the information into CIS.</p> <p><i>Causal Coding</i> Uses the written narrative contained in insurer provided documents to interpret accident description. Converts this information into Occupational Injury and Illness Classification (OIIC) codes utilizing guidelines and procedures established by the U.S. Bureau of Labor & Statistics (BLS) and DCBS. This information may include: nature of injury or illness, affected body part(s), event or exposure, and injury source(s). Data enters the information into CIS.</p> <p>Notice of Closure Entry Reviews Notice of Closure (NOC) documents for accuracy and conformance with statute. Reviews permanent partial disability (PPD) for accuracy and consistency. Data enters NOC and PPD information into CIS. Generates barcode sheet to image and index documents.</p>
15%		E	<p>Central Reception Coverage Provides backup coverage for the division customer service representative, for break and lunch coverage and for both planned and unplanned absences as needed. Provides centralized telephone and walk-in reception assistance to the public and WCD by answering a multi-line telephone system and personally greeting customers. Determines content of customer inquiries and their needs. Answers general questions regarding WCD programs, division organization and operations, administrative rule and bulletin availability, procedural information, and availability of services. Correctly routes inquiries based on acquired knowledge of the DCBS organizational structure, WCD laws and rules, policies and procedures. Takes accurate messages for callers wishing to leave messages and aid with callers who "zero out" from individual staff voicemail extensions. Receives on-going training in section policies and procedures in order to provide current information to customers</p> <p>Responds to inquiries regarding claims history information and service. Explains WCD rules and procedures related to the release of claim information to customers. Receives requests for workers' compensation claims history information. Reviews material for proper completion and processes request per establish desk procedure.</p>
10%		E	<p>Other Duties Participates in WCD activities that seek to improve communications, work processes, customer service, and outcomes in support WCD's mission and strategic goals. Employees may be assigned such activities by management or may elect to participate in such activities with management approval. Communicates 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>

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 job is in a typical office environment involving video display terminals. Sitting continuously for long periods of time is required. Reading of illegible print on documents may occur. Reaching for manuals weighing up to 10 pounds is a regular event in this position as well as use of hands for coding and entering data.

Due to the nature of the duties performed by this position, telework is not available.

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.

U.S. Bureau of Labor Statistics Occupational Injury and Illness Classification Manual
 U.S. Bureau of Labor Statistics Occupational Coding Manual
 WCD, Operations Section, and Claim Records Team Procedures
 Central Reception Desk Procedures
 1990 Census of Population Index of Industries and Occupations
 International Classification of Diseases
 Standard Occupational Classification Manual
 Standard Industrial Classification Manual
 North American Industrial Classification System Manual
 Dictionary of Occupational Titles
 Oregon Administrative Rules
 Medical Dictionary
 Dictionary of Medical Terms
 Laws Relating to Workers' Compensation and Safe Employment in Oregon
 International Dictionary
 Numerous reference sheets

b. How are these guidelines used?

These guidelines are used daily to establish correct ways of coding and processing documents. Employee must use good judgment in analyzing accident description using information supplied to us through the claimant, insurer, employee or medical provider.

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>			
Quality Control, Benefits Consultants, other WCD and IMD Research & Analysis staff	Telephone, in person, email	Problems / questions / training	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Uses independent judgment and analysis to make decisions on the appropriate coding of each body part injured, accident description, and employer location. Demonstrates thoughtful decision-making, correlating industry classifications with occupation codes. These coding decisions affect the accuracy of claims information made available to the U.S. Bureau of Labor & Statistics, state agency divisions, attorneys, insurers, union representatives, and legislators.

Receptionist duties: Solicits information from caller or visitor to determine specific need and either answers Operations Section program questions or route inquiry to appropriate respondent.

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 and Regulatory Supervisor 2	3000.715	Monthly review of productivity, problem solving, accuracy, and completeness.		
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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"/> Assigns work
<input type="checkbox"/> Approves work
<input type="checkbox"/> Responds to grievances
<input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Coordinates schedules
<input type="checkbox"/> Hires and discharges
<input type="checkbox"/> Recommends hiring
<input type="checkbox"/> Gives input for performance evaluations
<input type="checkbox"/> Prepares & signs performance evaluations |
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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:

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".

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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