



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/16/2025

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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

Form with fields: a. Classification Title, b. Classification No, c. Effective Date, d. Position No, e. Working Title, f. Agency No, g. Section Title, h. Budget Auth No, i. Employee Name, j. Repr. Code, k. Work Location, l. Supervisor Name, m. Position, n. FLSA, o. Eligible for Overtime.

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 the Workers' Compensation Division (WCD) by explaining workers' compensation program activities, policy issues and proposed legislation to legislators, federal and state agencies, the public and stakeholders. The policy analyst provides consultative advice and direction on administrative, policy, programmatic and management aspects of WCD operations to DCBS and WCD administration, management and staff. Advice is based on completed research, thorough analysis, and evaluation of policy and issues that may impact the workers' compensation system which includes employers, injured workers, insurers, medical and vocational service providers, attorneys, third-party administrators, and any other participants affected by workers' compensation insurance and laws. Research may require engaging with other state government jurisdictions and both public and private entities throughout the State of Oregon to determine statewide impacts on insurers, employers, injured workers and other effected parties. The Insurance Division regulates most insurance, including workers' compensation insurance; and therefore changes to statutes governing insurance could inadvertently negatively impact WCD. The aforementioned process mitigates risk to the agency by ensuring new laws and subsequent changes to rules do not conflict with existing polices and state and federal laws; that rules are consistent, insurers and employers are compliant, and workers receive timely and accurate benefits. This position is vital to 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.

## 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			<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>
30%		E	<p><b>Program and Policy Research, Analysis, and Development:</b> May complete work in support of one or more of the following program areas:</p> <ul style="list-style-type: none"> <li>• Self-insurance, Registration &amp; Reimbursements: Certifies self-insured employers and ensures appropriate security deposits, monitors service companies and authorizes reimbursement out of the Workers’ Benefit Fund;</li> <li>• Employer Compliance: License and regulate worker leasing companies, and ensure employers are compliant with carrying workers’ compensation coverage;</li> <li>• Audit: Ensures insurer and self-insured employers’ compliance with claims processing requirements, validates expenditures from the Workers’ Benefit Fund, and oversee Oregon’s certified managed care organizations;</li> <li>• Employment Services: Administers the Employer-at-Injury and Preferred Worker programs, resolves vocational assistance disputes and facilitates the resolution of contested cases;</li> <li>• Appellate Review: Provides an administrative process for parties who disagree with a claim closure completed by the self-insured employer or insurer;</li> <li>• Sanctions: Facilitates bringing parties within the workers’ compensation into compliance which may include education, and is often achieved through the assessment of penalties; or</li> <li>• Medical Resolution: Resolves medical disputes (e.g. treatment, payment) between injured workers and insurers, medical providers, or managed care organizations.</li> </ul> <p>Lead and facilitate policy development projects with cross-divisional teams to identify organizational and operational improvements to the workers’ compensation system. Manage and conduct research studies that evaluate agency policy and operations regarding insurer and employer compliance with Oregon’s workers’ compensation law to determine trends and forecast industry direction. Formulate policy and design operational systems to support policy direction and provide effective recommendations to senior agency management, including benefits and risks of different policy options. Write or revise policy recommendations to ensure</p>

			alignment of policy and practice. Lead or coordinate policy task forces comprised of agency staff and outside stakeholders to address legislative and policy changes, to ensure changes improve or resolve as the change intended, foresee barriers to implementation, and identify how best to implement any changes ensuring all impacted are aware of the change. Evaluate statutes, legislative and executive intent, and operating procedures; develop comprehensive evaluation of affect to agency operations to ensure alignment, and clarity for consumers (e.g. insurers, employers, workers, attorneys and stakeholders) and regulators. Monitor and research division trends in operations, formulate policies, and suggest legislative changes to support philosophy or changes in policy direction or practice. Analyze policy proposals, and recommend agency action based on probable political and public reaction to changes in policy by taking into account uncertainties and other variables that affect long-range program performance. Interpret and explain agency policy and rules to staff, legislators, and the public, ensuring information is clear and consistent. Provide input and propose changes to administrative rules based on changes in statute or policy direction, to ensure alignment between rules, statute and policy, and those subject to administrative rules are compliant Draft issues documents, administrative rules, and testimony summaries with rule recommendations and forward to WCD leadership for consideration. Occasional travel to attend off-site meetings, training, or seminars; to confer with other agency staff or stakeholders; to perform research; or to submit information to other states agencies or offices may be required.
30%		E	<b>Project Management:</b> Plan operational and system improvement projects and comprehensive research studies of workers' compensation issues; identify project scope, required training and resources needed for program success. Identify potential risks and fiscal impacts, and design strategies to mitigate or avoid them. Manage project steps to cause participation of project team members, and customers and stakeholders. Monitor and track project schedules and performance to ensure projects stay on schedule and when necessary take steps to improve performance. Coordinate project activities with internal units to ensure work is complete in support of the project. Recommend changes to project plan in response to unforeseen changes or unexpected results. Obtain approvals to proposed changes in project scope, quality, budget, or schedule. Verify quality of project deliverables.
20%		E	<b>Program Evaluation:</b> Conduct monitoring and evaluation of, and provide consultative advice to, assigned programs to ensure they are in compliance with appropriate federal and state law and regulations, and within the legislatively approved budget and mandates. Design and oversee the collection of WCD data, such as injured worker claim data, for comprehensive organizational surveys. Analyze data, evaluate findings and recommend policy and operational changes based on findings, such as changes to how data is submitted by insurers or employers, reimbursement for services or items, or changing how services are coded. Support business planning efforts by giving consultative advice on organizational improvement methods. Lead and facilitate planning meetings with cross-functional and interdisciplinary teams to identify organizational and operational improvements. Evaluate programs, services, systems and program effectiveness through comprehensive operational research. Develop new information about subject under study; establish criteria to identify and measure program effectiveness; develop methods to improve operations, including process improvement. Develop detailed plans, goals and objectives for the long-range implementation and administration of agency programs.
10%		E	<b>Legislative Analysis:</b> Monitor, analyze, and evaluate existing and pending legislation as to legislative and executive intent with potential policy, fiscal, and other impact on WCD and DCBS programs. Develop comprehensive evaluation of effect to WCD operations. Watch or listen to legislative hearings and work sessions, and WCD and DCBS stakeholder advisory committees, and prepare summaries of testimony and discussion. Draft suggested language for legislative concepts and bills. Write analyses and reports outlining impact of legislative proposals on agency operations and the workers' compensation system. Monitor

			federal or state legislation and evaluate potential impacts to WCD programs. Plan and coordinate needed changes in WCD operations and procedures. Research and prepare background information on legislative proposals for use by executive management; recommend agency position. Recommend changes in statute and legislation to bring about needed changes in program operations. Recommend statutory changes to improve the workers' compensation system through regulatory streamlining, process improvement, and removal of barriers to effective and efficient workers' compensation administration, regulation, and enforcement. Draft, recommend, and facilitate changes in WCD rule, policy, operations, procedure, or practice as necessary to implement and ensure compliance with legislative changes.
10%		E	<b>Enterprise:</b> Work will be completed with a high level of independence and with minimal supervision and should be produced with a high degree of accuracy and reliability. 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 which reflects and models constructive candor and positive regard for coworkers. Performs other duties as assigned by section or division management.
<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.**

Work is primarily sedentary during daytime, weekday hours, with computer terminal use up to two hours at a time, up to seven hours per day. There is occasional reaching, stooping, bending, or lifting of not more than 10 pounds. Employee frequently visits division staff at their workstations. There is extensive telephone, correspondence, and personal dealings with division and department staff or with members of the public. Frequent attendance in staff and committee meetings in the building or off-site locations is required. Incumbent 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 or overtime. Occasional travel to attend off-site meetings, training, or seminars; to confer with other agency staff or stakeholders; to perform research; or to submit information to other states agencies or offices.

The employee deals with all levels of agency management and staff and interacts with representatives of the regulated workers' compensation system.

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.

WCD administrative rules and bulletins  
 Workers' Compensation Publications  
 Administrative Rules and Bulletins  
 Case law and legal decisions regarding workers' compensation and the APA  
 Insurance Statute and Rules  
 Oregon workers' compensation statutes  
 DAS/Dept/Div/Section policies and procedures  
 Desk manuals  
 WCD Writing Guidelines  
 Public Information and Public Meeting Laws  
 The Biennial Report on Workers' Compensation  
 National Council on Compensation Insurance rules

- b. How are these guidelines used?

To conduct research, complete analysis, and ensure consistency of program, organizational and policy activities. Provide accurate and complete advice on the public policy, operational, organizational, and all aspects of the division's programs. Studies typically contain findings of major significance to the division and agency, and often serve as the basis for new administrative systems, legislation, regulations or programs; results upon implementation significantly change major administrative aspects of programs, or substantially affect the quality and quantity of benefits and services provided.

## 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?
Administrator, Deputy Administrator, section managers, division management and staff	Phone / In person / Correspondence	Discuss administrative rules and other processes and make recommendations regarding policy decisions.	Daily
Director / Deputy Director	Phone / In person / Correspondence	Represent administrator's decisions, requests, or interpretations and make recommendations regarding policy decisions.	As needed
External stakeholders, including medical providers, insurers, employers, etc.	Phone / In person / Correspondence	Represent the division and discuss administrative rules and other processes and projects.	As needed
Other state agencies within Oregon and outside the state of Oregon, other jurisdictions	Phone / In person / Correspondence	Obtain information, provide public information.	As needed
Legislators	In writing	Represent the division and provide information.	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

The decisions in this position require a high degree of critical thinking. The individual in 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, assure agency and legislatively mandated goals are supported. Will represent the division administrator in daily interaction with other agency management and staff as well as external stakeholders in the compensation industry. Failure to accurately and consistently represent division/agency needs could harm the Workers' Compensation Division'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
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>				
Compliance & Regulatory Manager 1	8000.558	The incumbent or manager may ask for one on-one meetings, regular staff meetings and individual conferences as needed to discuss performance, expectations, questions or problems, and to evaluate on-going projects.		

## 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:**

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 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