STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/18/2025

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:	Public Service Representative 4	**b.** Classification No:	C0324
c.	Effective Date:	September 1, 2026	**d.** Position No:	3000.769
e.	Working Title:	Benefit Consultant	**f.** Agency No:	44000
g.	Section Title:	Resolution Section (Employment Services Team)	**h.** Budget Auth No:	000225820
i.	Employee Name:	Vacant	**j.** Repr. Code:	OAS
k.	Work Location (City – County):	Salem – Marion		
l.	Supervisor Name:	Charity Steffen		

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 **Resolution Section** regulates and administers workers' compensation benefits; promotes and facilitates stay-at-work and early return-to-work; and provides fast, flexible, and impartial dispute resolution services. The section resolves disputes about insurer decisions regarding claim classification, claim closure, temporary disability awards, permanent disability awards, vocational assistance eligibility, and other vocational assistance decisions. Actions of the section affect the amount and timeliness of benefits received by injured workers.

The **Employment Services Team** (EST) develops administrative rules to encourage and regulate injured workers' return-to-work and stay-at-work through re-employment assistance and vocational assistance. The team oversees and promotes use of the insurer administered Employer-at-Injury Program; promotes the use of and administers the benefits of the Preferred Worker Program (PWP); provides training and education to assist insurers, employers, and workers in benefits of the PWP; and resolves disputes arising from insurer decisions regarding vocational assistance in a fair, just, and objective manner through administrative review and by facilitating alternative dispute resolution.

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 information and education to workers' compensation stakeholders and customers regarding the rights and benefits they are entitled to under Oregon's workers' compensation system. Investigate disputes and respond to complaints and inquiries from injured workers, medical providers, attorneys, employers, government agencies, and legislators concerning matters relating to the administration of the workers' compensation law. The responses are predicated upon research and investigation practices that promote timely and appropriate resolution in the least litigious manner.

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
Note: *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*			
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.*
65%		E	Educate stakeholders and customers who contact the division by providing information regarding rights and benefits, interpreting Oregon workers' compensation laws, and directing calls to appropriate specialists within the division. Analyze program activities and recommend program updates and service delivery to managers. Interact with injured workers, medical providers, attorneys, employers, and government agencies to investigate disputes, resolve complaints, and answer complex benefit and claim processing questions. Explain in writing and verbally, complex technical and regulatory information in an understandable language to people of diverse education, language, and cultural backgrounds. Respond to letters, emails, and questions from telephone calls and personal interviews with

			injured workers, insurers or self-insured employers, attorneys, medical providers, employers, and other government agencies regarding interpretation and application of workers' compensation law, administrative rules, compensation benefits, appeal processes, irregularities of claim processing, medical services requirements, and general information regarding the various workers' compensation programs. After initial research, investigation, and internal consultation, if unable to resolve, may refer complaint to other units within the division for full-scale investigation and resolution.
10%		E	Review litigation orders issued from all appellate levels (from Hearings through the Oregon Supreme Court) to determine: a) the effect these decisions might have on other claims processing decisions, e.g. new case law; b) if any status changes need to be made to the division's claim information system to accurately reflect the impact of the decision on each specific claim and, if so, make the necessary changes to the system; and c) whether further department or division action is called for because of the decision and, if so, send a copy of the litigation to the appropriate program area or areas.
5%		E	Investigate and resolve written inquiries and complaints from workers, attorneys, medical providers, employers, insurers or self-insured employers, government agencies or officials, and the general public regarding the interpretation of workers' compensation law and administrative rules as they apply to compensation benefits, appeal processes, irregularities of claim processing practices, medical services requirements, and other information concerning the different workers' compensation programs.
15%		E	Evaluate dispute requests, analyze documentation submitted, and compose comprehensive proposed and final orders of the Director supported by clear fact-based decisions. Written documentation is solicited from the parties involved in the issue. Cases may be technically complex, varied, and present unique situations. Orders are subject to the Contested Case Hearings before the Director or the Hearings Division of the Workers' Compensation Board. Issues include: • Designation of Paying Agent: Designating paying agents when responsibility for a compensable claim between insurers or self-insured employers is an issue. • Independent Medical Exam Location Disputes: Facilitate miscommunication and disputes between workers and insurers regarding location and times. Issue an order if an agreement is not reached between the parties.
5%		E	**OTHER JOB FUNCTIONS** Actively participate in the development and regulatory review of administrative rules, bulletins, operational policies and goals. Includes responsibility for drafting appropriate language as needed in the routine course of business or as necessitated by legislative changes or case law. Such other related duties as may be assigned.
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.

- Occasional flexible schedule is expected as a condition of this position;
- Position is not suitable for regular telework;
- High volume of telephone work;
- Occasionally subject to threats or abusive language from difficult, hostile, angry, threatening, or abusive people in person or on telephone;
- Sitting at a desk for extended periods of time, reading, modifying data, retrieving information, and/or creating word processing documents on a personal computer;
- Occasionally lifting files up to 10 lbs.
- 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 Workers' Compensation Law
WCD Bulletins
Case Law
WCD Administrative Rules
Agency Policies/Procedures
Unit Procedures

b. How are these guidelines used?

Oregon workers' compensation laws and administrative rules provide the authority for the regulatory function. The other established procedures, guidelines, and parameters provide the method by which the functions are performed to instruct, regulate, and monitor insurer claim management and to assure injured workers receive accurate benefits in a timely manner. Team procedures are used to assure uniform document processing and data base integrity.

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 curser at end of a row (outside table) and hit "Enter".*			
Insurer / Self-Insured Employer	Telephone / in person / letter	Claim processing	Daily
Injured Workers	Telephone / in person / letter	Complaints / questions	Daily
Attorneys	Telephone / letter	Claim processing	Daily
Physicians / Hospitals	Telephone / letter	Medical reports / claim processing	Daily
Division Personnel	Telephone / in person	Questions / claim processing	Daily
State Agencies	Telephone / letter	Complaints / questions	Daily
Other states' WC Departments	Telephone / letter	Questions	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

A Benefit Consultant's decisions can have a significant effect on whether a claim will be subjected to unnecessary litigation, thereby having the potential for significantly reducing system costs. Their action has impact on the effective and efficient administration of this social insurance system and its intended benefits to employees and employers alike.

Decision: Review, research, analyze, interpret, and resolve litigation orders issued from the Workers' Compensation Board, Hearings Division, Court of Appeals, and the Supreme Court to protect the integrity of the Claims Information System and determine what, if any, effect the litigation has on a specific claim or claims and make data system changes to reflect the litigation. Determine if litigation should be copied to other program areas within the division.

Effect: Failure to timely and properly review the orders, initiate system changes mandated by the decision and/or to alert other WCD section/units, whose work might be impacted by the decision, would adversely affect others' ability to perform their work completely and accurately as well as the accuracy of workers' compensation trends. Failed performance can also adversely impact insurers' and workers' rights.

Decision: Determine issues or questions in written inquiries or complaints from stakeholders and customers, regarding complex benefit and claim processing, legal orders and Oregon workers' compensation laws and rules, and decide what is needed for an appropriate response and correspond appropriately within timeframes under WCD policies and procedures.

Effect: Failure to timely and properly respond to the inquiries may result in additional complaints, injustices to the parties and loss of benefits to injured workers, medical providers, attorneys, employers, and governmental agencies involving the benefits or services they are entitled to and/or unnecessary litigation.

Decision: Determine what educational or training assistance is needed. Provide education to a variety of employees and other regulated stakeholders and customers, to explain regulations and provide methods for gaining compliance under Oregon laws and rules. Education provided, by telephone, written correspondence, or in person is instrumental in assuring claim processing practices remain current within the applicable governing statutes, rules, and case law that are subject to frequent change.

Effect: Failure to provide such education and proper instructions may result in injustices to workers through responsible parties failing to provide certain benefits to which workers are entitled under the law, and in unnecessary penalties imposed upon those with responsibility for complying with the legal requirements.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance & Regulatory Manager 1	3000.560	Review quality and quantity of work as needed to assure accuracy and compliance with unit procedures and division policy.		

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? 0

How many employees are supervised through a subordinate supervisor? 0

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:

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