



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
02/03/2025

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: <u>Office Specialist 2</u>		b. Classification No: <u>C0104</u>	
c. Effective Date: <u>February 3, 2025</u>		d. Position No: <u>5000.533</u>	
e. Working Title: <u>Office Operations Assistant/Receptionist</u>		f. Agency No: <u>44000</u>	
g. Section Title: <u>Oregon OSHA/Administrative Services</u>		h. Budget Auth No: <u>227980</u>	
i. Employee Name: _____		j. Repr. Code: <u>OAS</u>	
k. Work Location (City – County): <u>Salem - Marion</u>			
l. Supervisor Name: <u>Matt Marheine</u>			
m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share			
n. FLSA: ☐ Exempt ☒ Non-Exempt		o. Eligible for Overtime: ☒ Yes ☐ No	
		If Exempt: ☐ Executive ☐ Administrative ☐ Professional ☐ Computer	

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 Ombuds Office 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 Department of Consumer and Business Services, through its Oregon Occupational Safety & Health Division (OR-OSHA), is responsible for assuring safe and healthful working conditions for Oregon workers through promulgation and enforcement of occupational safety and health regulations, and by providing technical education and consultation to employees and employers. The statewide program is authorized by the Oregon Safe Employment Act (ORS 654.001-654.295) and is operated as a comprehensive state plan in cooperation with the Federal Occupational Safety and Health Administration. This is a support position to ensure the program's effectiveness.

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:

Disseminate information and respond to inquiries regarding Oregon Occupational Safety and Health division program information and services. Provides specialized record processing activities for Office Operations Enforcement inspection activity and for Internal Training staff registration process.

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	R	E	- 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%	NC	E	- Responds to phone inquiries from public and private employees, employers, state agencies, and other organizations and stakeholders regarding Oregon Occupational Safety and Health Division's program responsibilities and services. - Answers questions relating to enforcement of occupational safety and health regulations, technical rule promulgation, training, consultation, and resource center services; forwarding only those that require a highly technical response. Determines when follow-up information is needed and coordinates a response with field offices if needed. Provides backup support to fatality intake form process for all reported fatalities in Oregon and notifies affected personnel. - Serves as receptionist for OR-OSHA's Central office. Directs visitors to appropriate locations within the office, elicits information from visitors concerning their inquiries and directs them to the appropriate person.

			• Receives incoming mail and distributes to program areas as needed.
30%	NC	E	• Provides technical support for the Records Management section and Citation Processing sections for Enforcement inspection processing. Reviews employer citations for errors and verifies for consistency, comparing the original to the final to ensure that the final is error free, and communicating problems to the supervisor for correction. Prepare citations for mailing. This involves accurate typing of envelopes and forms, sorting, labeling, mailing original documents certified mail, and distributing copies to ensure legal sufficiency. • Enter Certified mail return receipt card (green card) date for appropriate employer after delivery of citation to ensure proof of delivery and begin calculation of 20-day process for timely appeal of citation.
30%	NC	E	• Coordinates and arranges registration for all OR-OSHA staff training needs. Reviews requested training submitted on 1382 training request form for completeness and compliance with department and division policies. Assists staff in completing necessary travel itineraries. Works with specific vendors and training organizations to register staff, coordinate payment method. Determines correct cost coding and forwards to Fiscal Services for state warrant payment or to OR-OSHA purchasing staff for payment with state credit card. Prepares data entry of registrations into data tracking system.
10%	NC	E	• Coordinates the purchase of office supplies and material for 73+ Central Office staff. Prepares on-line ordering. Receives product deliveries and ensures accuracy of correct product. Identifies, documents and resolves discrepancies and negotiates replacement with vendor when necessary.
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.

Limited physical exertion. Work hours are 7:45 a.m. to 4:45 p.m. Typical office environment

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.

Desk procedures

Oregon Administrative Rules

DCBS and OR-OSHA Policies and Procedures

b. How are these guidelines used?

To assure correct procedures are used to complete assignments.

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>			
Public/Other State Agencies	Telephone/In person	Relays calls/give information	Daily
Division staff	Telephone/In person	Relays calls/give information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Determines accuracy of information received for Enforcement inspection activity assignments. Ensure integrity of data, incorrect information may have an adverse legal implication for the division. Disseminate correct information to callers and visitors. Incorrect information may lead to caller's inability to comply with safety and health legal requirements.

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 cursor at end of a row (outside table) and hit "Enter".</i>				
Occupational Health and Safety Manager 2	5000.183	In person, or virtually	Quarterly and as needed	To determine accuracy and timeliness

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? _____
How many employees are supervised through a subordinate supervisor? _____
- b. Which of the following activities does this position do?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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.

This is a bilingual English/Spanish position, requiring proficiency in verbal and written English and Spanish languages.

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