STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/18/2025

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

☐ New ☒ Revised

This position is:
☒ 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:	November 1, 2026	**d.** Position No:	6000.029
e.	Working Title:	SMRT Support	**f.** Agency No:	44000
g.	Section Title:	Resolution Section (Sanctions & Medical Resolution Teams)	**h.** Budget Auth No:	000228960
i.	Employee Name:		**j.** Repr. Code:	OAS
k.	Work Location (City – County):	Salem – Marion		
l.	Supervisor Name:	Robert Andersen		

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 **Sanctions and Medical Resolution Team** (SMRT) provides services, including training and education, to the industry to promote accurate claims processing and to prevent disputes. The team facilitates resolution of disputes in a fair, just, impartial, and timely manner. Disputes are resolved through alternative dispute resolution processes, or through an administrative review process. The team reviews insurer, employer, vocational counselor, and medical provider records, evaluates the actions of insurers, self-insured employer, medical providers, attorneys, and injured workers for compliance with statutory and administrative requirements and determine whether it is appropriate to impose sanctions.

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:

This position provides administrative support to the Medical Reviewers, Sanctions Representatives, Compliance Specialists, and the unit manager as related to the administrative program.

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			*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.*
40%		E	**Process requests for services** Gather, verify and data enter dispute/penalty and claim information by accessing WCD and DCBS databases. Identify missing or incomplete information and obtain that information. Research and problem solve as needed in accordance with law, unit policy and procedure. Coordinate workflow between the SMRT and the Policy Unit for hearings requests. Photocopy and print from electronic files as necessary.
25%		E	**Process mail and misc. records** Process all incoming unit mail and requests for dispute resolution and/or penalties. Read, sort, date stamp and distribute incoming mail, assure timely delivery and accurate processing. Scan, verify quality, save using official naming convention, set up and assign disputes using paper and electronic format processes. Process all incoming and outgoing documents during administrative review using paper and electronic format processes. Process all outgoing unit mail. Sort and mail copies of unit correspondence, orders, agreements, and other work product. Process all

Note: *If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".*

			returned mail, complete appropriate forms for correcting the claims database. Process gathering letters and inquiries for information to resolve the dispute or penalty review.
10%		E	**Customers** Respond to inquiries from customers and stakeholders, referring them to other units or division staff when appropriate. Explain basic rules and laws applicable to the program request. Provide information about available services. Communication is generally made by phone or in writing. The position also requires excellent customer service skills for both internal and external customers, and the ability to demonstrate initiative and independent judgment on an ongoing basis.
20%		E	**Process orders, letters, and other end work products** Process orders, letters, and other end work products from SMRT staff using paper and electronic format processes. Verify and data enter correct information into the appropriate computer system regarding the dispute resolution outcome or penalty as necessary. Using the penalty tracking system to determine which insurers can be assessed civil penalties as allowed under statutory limits. Identify, research and problem solve as needed in accordance with law, unit policy and procedure. Process electronic files in compliance with records retention requirements.
5%		E	**Other job functions** As requested by the unit manager, collect and compile data regarding unit activities related to timeframes for processing requests and other workload measurements. Assist in outreach efforts for the unit. Duties may include, but are not limited to, arranging and scheduling meetings with stakeholders. Assisting other unit staff to assure adequate supplies of materials. Scan reference documents, training materials, and special projects for staff as requested. Participate in division activities in order to improve communication, work processes, customer service, and outcomes supporting the division's mission and strategic goals. Identify, assess and resolve problems that affect policy, work processes and outcomes, by communicating with managers and co-workers in a positive and candid manner. Perform other duties as 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.

- Sitting or standing at a work station for extended periods up to two hours at a time each day. Activities include using a computer to retrieve and enter data and create documents, reviewing written documents, sorting mail, creating files, and writing information on worksheets.
- Standing at a copier making photocopies for up to 20 minutes at a time one to two times each day.
- Daily use of conventional office equipment, including, computer, printer, copier, document scanner, and fax machine.
- Daily interpersonal interaction with coworkers.
- Daily telephone contact with callers, some of whom may be angry, uncooperative, or hostile.
- Occasional lifting of files or other materials up to 10 lbs.

This job is performed in the Salem office during normal work hours. After training, a flexible and/or part-time remote schedule may be approved by Manager

This position is eligible for remote work on a part-time basis once the incumbent has gained the proficiency to perform work independently. However -- regular, scheduled office hours are also required.

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
Oregon Administrative Rules
Unit Policy and Procedures
Unit Operating Manual
WCD Policies and Procedures
DCBS Policies and Procedures

b. How are these guidelines used?

These guidelines are a reference guide for daily activities and provide the basis by which the administrative support functions are performed. Familiarity with these guidelines assures information provided is appropriate and complete in phone conversations with stakeholders. These guidelines provide instructions for data entry and access, interoffice processing and forwarding of material to interested parties.

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".*			
Insurers, Workers, Employers, Agency personnel, Medical Providers, Managed Care Organizations, Attorneys	Telephone, letter, email	Answer questions, obtain information, route to appropriate staff	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Determine the types of incoming requests and accurately process the request according to unit policy and procedure. Refer more difficult or technical questions to other program staff or the unit manager. Research and provide unit staff with appropriate claim information based on database searches and information gathering. The accuracy of the incoming information as given to the reviewer is critical to the speedy resolution of the dispute. Disputes include issues regarding medical treatment for injured workers and payment of services to medical providers.

Determine all information needed to process the dispute or respond to stakeholder inquiries. Assure information given or received is accurate and complete. Identify missing information and obtain that information by problem solving and gathering processes as necessary. Use judgment to determine appropriate actions for all processes. More complex problems may be referred to technical staff or the unit manager.

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	8200.323	Review quality and quantity of work as needed to assure accuracy and compliance with unit procedures and division policy. Formal written evaluations are provided quarterly for permanent staff by the team manager and reviewed by the Resolution Section Manager, to monitor work performance and professional growth, to recognize achievements, and to set goals and expectations. The team manager keeps staff advised of progress in meeting unit standards in individual production and quality. Individual, informal sessions are done on an as needed basis to provide support, feedback, direction, and coaching.		

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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?

- ☐ 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 _____