



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
3/17/2026

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: Office Specialist 2
b. Classification No: C0104
c. Effective Date: March 1, 2026
d. Position No: 6000.318
e. Working Title: Operations Support Specialist
f. Agency No: 44000
g. Section Title: Operations Section (Resource and Technology Services Unit)
h. Budget Auth No: 000229130
i. Employee Name: Vacant
j. Repr. Code: OAS
k. Work Location (City - County): Salem - Marion
l. Supervisor Name: Jennifer Ferris

m. Position: Permanent, Full-Time, Seasonal, Part-Time, Limited Duration, Intermittent, Academic Year, 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 Operations Section of the Workers' Compensation Division (WCD) consists of three units comprised of five teams that support WCD. The section supports the division 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:

Support the Resource and Technology Team and its customers by providing consumable supplies, position back up services, assisting stakeholders, and administrative assistance.

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>
25%	R	E	<p>COVERAGE & BACKUP DUTIES</p> <p>Central Reception Coverage Performs as primary backup to the division customer service representative, for break and lunch coverage and for both planned and unplanned absences. 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 provide assistance for callers who press zero on phones from individual staff voice-mail extensions. Receives on-going training in section policies and procedures in order to provide current information to customers.</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 established desk procedure
20%	R	E	<p>Purchasing Assistance</p> <p>Maintains working knowledge of administrative duties associated with division travel and basic supply procurement practices, such as: making travel reservations; reviewing travel reimbursements forms; ordering replacement inventory items from contracted vendors using the state of Oregon SPOTS card; Maintain and reconcile SPOTS card log and supporting documentation; Monitoring and updating travel tickets, and requesting employee badges and building access. Serves as the primary backup to the Purchasing and Facilities Coordinator, functioning as a well-versed backup to the Purchasing and Facilities Coordinator to ensure continuity of operations.</p>
15%	R	E	<p>Incoming Mail and Publication Distribution</p> <p>Sorts and separates mail by section. Reads portions of mail that is not addressed directly to a specific employee or work unit, and uses acquired knowledge of WCD's organizational structure and independent judgment to route mail to the correct recipient. Distributes the Operations Section incoming mail to staff. Responds to inquiries from division or department staff pertaining to the mail distribution process. Provides training on mail processing procedures to temporary or fill-in mail staff as needed.</p> <p>Prepares and mails WCD hardcopy publications and forms to external customers. Prints address labels and prepares boxes or envelopes for shipment. Uses independent judgment to select mailing quantities when low on stock or when non-standard quantities have been ordered. Contacts customer to inform them of order and inventory status and potential delivery dates. Coordinates publication and large division mailing pick-up and incoming deliveries with PSS. Maintains a list of publications inventory located at the DCBS warehouse.</p>
10%	N	E	<p>Document Scanning</p> <p>Archive documents for conversion from printed copies to long-term electronic storage. Prepare and scan documents into imaging system. Enter appropriate indexing information into computer database to facilitate quick retrieval of document images upon staff request. Maintain imaged documents for archival (long-term storage) purposes.</p>
10%	NC	E	<p>Consumable and Equipment Inventory Assistance</p> <p>Replaces consumables on basic office equipment, such as replacing toner cartridges and collection units, labels, ribbons, and staples. Maintains inventory of consumables and orders replacement inventory from contracted vendor as needed Coordinates fax and copier usage information for billing purposes with the state contract vendor. Coordinates the surplus of excess office supplies and equipment. Assists Inventory Coordinator by barcode scanning tagged equipment for yearly inventory.</p> <p>Assists Technical Services Team with ensuring work area is maintained in an orderly and safe manner.</p>
10%	R	E	<p>Office Supply Coordination</p> <p>Receives requests from WCD staff for office supplies and fills orders based on on-hand inventory. Orders replacement office supplies through contracted vendor. Stocks WCD workroom with frequently used office supplies. Ensures WCD conference rooms and drop-in cubicles are maintained and stocked with basic supplies. Maintains an inventory list of WCD envelopes and letterhead located at the DCBS warehouse. Coordinates the replacement of confidential shred containers and the removal of unneeded non inventoried office supply items with Program Support Services.</p>
5%	R	E	<p>Ergonomic Assessment Coordination</p>

			Serves as a WCD Ergo assessor and acts as a member of the DCBS Ergo Team. Receives requests from customers to provide workstation assessments for new employees or employees requesting this service. Visits workstation, observes work practices, and takes measurements to assure employee is sitting in a neutral position. Makes recommendations for surface height adjustments or needed equipment in accordance with division and agency ergonomic policies and procedures. Coordinates changes to cubicle configuration with PSS. Moves, removes, or adjusts PC equipment as needed to complete ergo needs.
5%	N	E	Web Portal Support Receives and answers stakeholder's questions on how to use and maintain their portal accounts, resetting passwords, and addressing access issues. Forwards compliance related questions to the appropriate program area.
<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.

Normal office environment with computer and multi-line telephone. Medium -Heavy category of work as defined in the Dictionary of Occupational Titles with maximum lifting of 50-75 pounds, bending, stooping, twisting, pushing, pulling, reaching, walking, sitting, short periods of standing, reading, speaking, and hearing voice conversation. This person must deal professionally with angry/anxious and confused people and with frequent deadline pressures.

Due to the nature of the duties by this position, remote work 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.

- Oregon Revised Statutes
- Oregon Administrative Rules
- DCBS Policies and Procedures
- WCD Policies and Procedures
- Operations Section & Team Policies and Procedures
- WCD rules and laws
- Agency Central Reception Customer Service Standards
- Numerous reference sheets and memos
- WCD Subject, Mail, and Telephone Directories
- Desk procedures
- City and state maps, etc.

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. Expeditious and accurate prescreening and delivery of documents is critical to timely claim set-ups and avoidance of workload backlogs. These guidelines are also used to accurately and quickly route inquiries and provide information regarding the division.

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>			
General Public, Claimants, Attorneys, Insurers, Self-Insured Employers, Employers, Physicians and other Division Staff	Telephone / Person / Email	Questions / Consultation/ Requests, Scheduling vehicles	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Must perform duties with accuracy ,and rapidity. Solicits information from caller or visitor to determine specific need and either answers Operations Section program questions or routes 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
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Compliance and Regulatory Supervisor 2	8400.658	To assure compliance with unit goals and department policy. Review quality of work as needed to assure accuracy and compliance with unit procedures and division policy.		

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
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

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