



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/17/2025

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: Compliance Specialist 2
b. Classification No: C5247
c. Effective Date: May 1, 2026
d. Position No: 6000.368
e. Working Title: Auditor
f. Agency No: 44000
g. Section Title: Performance Section (Audit Unit)
h. Budget Auth No: 000229160
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 **Performance Section** has responsibility for enforcing the workers' compensation laws relating to employer coverage, claims processing, worker leasing, and ensuring timely and appropriate benefits are provided to injured workers. Section staff certify self-insured employers and license worker leasing companies. They investigate subject Oregon employers for compliance with coverage requirements. They ensure the accuracy of disbursement and receipt of monies from and to the various reserves, reimbursing over \$50 million annually to insurers from those funds. Through information provision, education and outreach, audits, investigations, contract review, sanctions, and penalties, staff ensure proper claims management by all Oregon insurers and self-insured employers, and their service companies. The Performance Section consists of three units: Employer Compliance, Audit, and Self-Insurance, Registration, and Reimbursements.

The **Audit Unit** is responsible for ensuring insurer and self-insured employer compliance with claims processing, Workers' Benefit Fund program reimbursement, and other requirements by conducting routine audits. The unit also conducts special, focused audits as required. The Audit Unit verifies the quality and accuracy of the claims processing work of service companies that the department contracts with to process noncomplying and decertified self-insured employer claims. The unit includes the Managed Care Program, which oversees and regulates managed care organizations that are certified by the state and manage the delivery of medical services to injured workers who are covered by a managed care contract.

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:

Develop, evaluate, lead, and perform multiple and diverse performance audit programs to monitor and regulate the workers' compensation industry, and ensure public funds are disbursed properly by reviewing payroll and financial records. Some audits, ranging from simple to complex, are conducted at claims processing locations. This position also acts as a resource to the workers' compensation industry, providing training and consultation relating to workers' compensation issues.

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>
70%		E	<p>Monitors and enforces compliance with workers' compensation laws, rules, policies, and programs through audits of the workers' compensation industry. Demonstrates independence and objectivity while performing work in accordance with generally accepted government auditing standards. Works independently or on a team when planning, coordinating, leading, and conducting audits. Researches, analyzes, and applies applicable laws, rules, and policies in the performance of audit duties. Accesses a variety of computer programs provided by auditee. Operates a personal computer to create and maintain a data base of audit results.</p>

10%		E	Effectively communicates throughout the audit or investigative process, both orally and in writing through letters and referrals, to ensure findings and results are clearly understood. Compiles and prepares complex audit and investigation reports. Makes recommendations for corrective action(s), including the assessment of penalties. Prepares civil penalty orders.
10%		E	Creates and develops audit programs and procedures to carry out the purposes of the workers' compensation law. Researches and analyzes workers' compensation issues to propose options for statute, rule, policy, and procedural revisions. Suggests proposed language for administrative rules and bulletins. Develops and delivers consultative services and training to insurers, employers, and all representatives of the workers' compensation industry. Such services include providing required training to claims processing staff based on audit findings, and giving formal and informal presentations to workers' compensation industry personnel, including claims processing staff, attorneys, and company management. The training and presentations include application and interpretation of governing statutes, administrative rules, operating policies, and procedures.
5%		E	Investigates complaints as assigned, including but not limited to, interviewing witnesses on site, performing audits of a variety of records, gathering and processing evidence, and accessing confidential sources of information from other agencies.
5%		E	<p style="text-align: center;">AUDIT PROGRAMS</p> <p><i>Annual Audits</i> - Conducts performance audits of insurers' and self-insured employers' claims processing records to ensure that injured workers receive the benefits they are entitled to in a timely fashion. Makes findings regarding timeliness of benefit payment and claims processing activities and accuracy of data reports to the division. The audit results are used as a basis for corrective action(s), including required training, penalties, or other sanctions.</p> <p><i>Focused Audits</i> – Conducts performance audits of insurers' and self-insured employers' records to ensure compliance with workers' compensation requirements in topic-specific performance areas including but not limited to: worker benefits; vocational services, medical services, Workers' Benefit Fund reimbursements; and proof of coverage. The audit results are used as a basis for corrective action(s), including required training, penalties, or other sanctions.</p>
<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.

Infrequent travel to and from audit sites located primarily in the Portland, Oregon area. Infrequent out-of-town and out-of-state travel is required. Worksite conditions, including ergonomics, may be unfavorable and there may be contact with adversarial people. Responsible for safe transportation of self and co-workers while operating a state vehicle. Occasional reaching, stooping, bending and lifting of not more than 30 pounds.

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. The Auditor is periodically called upon by management to work on special projects and/or assignments. Due to extensive field work, the auditor must be able to work independently.

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
 Department Bulletins
 Government Auditing Standards
 Agency policies and desk procedures
 National Council on Compensation Insurance Rules
 Insurance Division Rules
 Case Law
 Generally accepted accounting and auditing principles

- b. How are these guidelines used?

Used as a basis for audit programs, conducting the audit, reference and authorities.

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>			
Insurance industry staff and management,	In person on-site, in writing, e-mail, and by phone	Plan and perform audits and follow-up. Conduct entrance and exit interviews with findings and recommendations. Conduct training.	Daily
Agency staff, all levels	In person, in writing, e-mail, and by phone	Interaction required to perform daily work	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Interpretation and application of statutes, rules, case law, and division policies requiring judgment and analysis.

Decisions as to how each audit will be conducted to accomplish intent of specific audit including making recommendations to management based on audit findings.

Decisions during audits can be controversial, sensitive in nature, and can have significant policy and monetary impact on insurers, self-insured employers, workers, and the Department.

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	6000.034	In person, through written reports - Periodically - to evaluate activities and results		
Compliance & Regulatory Manager 2	4000.202	Written reports - Periodically - to evaluate activities and results		
Business Operations Administrator 2	8000.020	Through written reports - Seldom. (Provides authority for disciplinary action based on audit results.)		

Note: If additional rows of the below table are needed, place cursor 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?
- | | |
|--|---|
| <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:

Requires a valid driver's license or other acceptable alternative transportation methods.

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 cursor 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