



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
4/23/2026

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: Compliance & Regulatory Supervisor 2
b. Classification No: X7146
c. Effective Date: April 1, 2026
d. Position No: 8400.658
e. Working Title: Resource & Technology Manager
f. Agency No: 44000
g. Section Title: Operations Section (Resource and Technology Services Team)
h. Budget Auth No: 000786450
i. Employee Name: Vacant
j. Repr. Code: MMS
k. Work Location (City – County): Salem – Marion
l. Supervisor Name: Barb Belcher

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 Operations Section of the Workers’ Compensation Division (WCD) consists of three units comprised of five teams that support WCD and its mission to advance a leading workers’ compensation system that represents integrity and fairness for Oregonians. The section does so 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:

Provide strategic planning and coordination of the division's information and data assets, including participation in development and implementation of a dynamic plan to manage division’s information resources. The incumbent is responsible to assure the data/information reporting and retention needs of the division and its industry partners are met by performing as the key liaison with executive, program, and information technology members of the department.

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%		E	<p>Staff Management Manages all activities of the Resource and Technology Services Team which is responsible to assure that equipment and supplies essential to the daily operations of the division are functioning and available. Manages all activities of the Communications Team which is responsible for training, external and internal communications and program outreach. Manages all aspects of the Administrative Services Team which is responsible for central reception, purchasing, supplies and business identification number management. Manages Responsibilities include: implementing and improving processes and outcome measures to carry out agency goals; establishing priorities, delegating work, and monitoring workload to ensure deadlines are met; evaluating staff performance; developing efficient workflow</p>

			procedures; resolving problems within the work unit; interpreting and applying laws, rules, policies, and collective bargaining agreements related to the work of the unit; and compiling information and unit performance reports. Supervises unit staff through coaching, interviewing, hiring, assigning work, evaluating performance, training, planning work, approving leaves, responding to grievances, recommending salary adjustments, and carrying out progressive discipline. Directs development and use of unit procedures.
15%		E	<p>Information Resource Manager</p> <p>Participates in the development and implementation of the division's information resource management plan. Maintains effective and collaborative working relationships with division management, IT & R administration, and staff. Assures appropriate division use of technology resources in accordance with the division's strategic plans. Assures all division technology needs are coordinated with IT & R and other divisions of the department. Develops specific plans to assure active oversight and management of division information and data assets, including the security of confidential and sensitive personal claim and medical information. Develops and monitors compliance with department and agency procedures for agency equipment, and revises policies to enhance security of personally identifiable confidential information in WCD's possession. Represents WCD interests in prioritizing DCBS technology resources at the DCBS Information Resource Steering Committee. Is WCD's representative on the Information Security Subcommittee. Manages the division's continuation of operations plan. Initiates and leads rollout activities and projects for new technology impacting the division including managing change, completing project documentation, leading project teams, and ensuring proper project closure complete with warranty.</p>
15%		E	<p>Enabling Technology Manager for the Workers' Compensation Division</p> <p>Has responsibility for division data and information system assets including compatibility of agency systems, plans, and priorities. Oversees the division's evaluation, installation, and first-line maintenance of enabling technology equipment used throughout the division, including computer, voice, and data networking technologies. Evaluates, recommends, and oversees implementation of opportunities to increase customer and staff satisfaction and engagement with division's enabling technology equipment and systems. Anticipates future needs of the division for microcomputers, peripherals, audio/visual equipment, and software. Consults with WCD, PSS and IT&R on data, telephone, and network configurations. Participates in major data system and technology-related initiatives. Develops and implements long- and short-range plans about computer, voice, and data networking technologies. Develops division training and implementation plans for new software and operating systems. Performs as project lead or sponsor of numerous projects and other executive level assignments received from the administrator's office, executive team, or section manager.</p>
20%		E	<p>Purchasing Oversight</p> <p>Has authority to commit agency funds, projects, and applications. Represents the division in purchase decisions for additional applications, software, and equipment. Proposes purchases, applications, or remedies to identified system problems. Justifies purchases in support of agency and division resource needs and operational plans and to increase division efficiencies. Uses signature authority to approve purchase requisitions and payment for delivery of goods or services provided to the division. Maintains knowledge of statutes, rules, and guidelines for procurement and purchasing. Holds requestors and approvers accountable for purchasing decisions, ensuring that purchases are prudent and consistent with applicable guidelines and the division's mission. Advises the budget coordinator of matters that link the purchasing function to the execution of the division budget. Supervises centralized purchasing activities for the division in conformance with statutes and guidelines of the Department of Administrative Services and the agency. Performs as division contract coordinator.</p>
10%		E	<p>Facilities, Inventory, and Ergonomics Management</p>

			<p>Interacts with division staff and vendors to identify and resolve problems associated with enabling technology resources and equipment. Acts as the division's liaison on facilities and resource design, installation, and removal. Coordinates employee moves, cubicle redesigns, and space planning issues with PSS and outside vendors. Assures power, cabling, and components are in place to properly link and service equipment for existing and new staff. Manages division inventory system of accountable assets and checkout system for audio/visual and computer equipment. Participates on committees representing WCD interests related to space, hardware, and software issues. Serves as division ergonomics manager, to identify and resolve employees' ergonomic issues. Assures ergonomic assessments and resulting adjustments or purchases are done by coordinating space, equipment, and moves with PSS and division staff. Works collaboratively with staff, other agency participants, workers' compensation insurer, and outside vendors in addressing and resolving ergonomic matters. Monitors employee health and safety issues to avoid workplace injuries, and assists staff in returning to work following safety or health-related incidents. Makes recommendations regarding workplace safety standards and practices in the division.</p>
10%		E	<p>WCD Leadership Team member Contributes to division's overall strategic and operational objectives. Participates on various WCD leadership committees responsible for developing and implementing specific initiatives to achieve these strategic objectives.</p> <p>Section management reinforcement <u>Collaborates, advises and reinforces</u> section manager and other members of the <u>Operations management team</u> in the day-to-day oversight and management of the Operations Section. May function as the Operations Section manager during manager's absence.</p> <p>Ongoing Performs duties in a manner which promotes quality customer service and encourages effective and productive working relationships, including treating everyone fairly, courteously, and respectfully. Exhibits team skills and team participation through willingness to help and support co-workers and participate in team projects. Contributes to the mission and goals of the division by identifying and resolving problems in a constructive manner; improving processes and materials to benefit our customers; being responsive to our customers and co-workers; improving personal skills, and demonstrating openness to constructive feedback and suggestions. Regular and consistent attendance is essential to meet the demands of this job and provide necessary services. Fosters and promotes the importance and value of a diverse, discrimination- and harassment-free workplace. Respects diversity of opinions, ideas, and cultural differences. Supports outreach and diversity-related efforts in order to diversify the workforce.</p>
5%		E	<p style="text-align: center;">OTHER JOB FUNCTIONS</p> <p>Conducts other duties or special projects and tasks as assigned by the administrator, executive team, and section manager.</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.

Normal office conditions including weekday daytime hours, requires occasional medium physical demand category work. Imposed deadlines and competing priorities may subject incumbent to work after hours or weekends to satisfy requirements. Occasional travel to attend meetings or make public presentations. Work regularly requires use of computers; must have operational knowledge desktops, mobile devices, laptops, department voice and data systems, and various computer operating systems.

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.

- Workers' Compensation Law
- Administrative Rules and Bulletins
- DAS/Dept/Div/Section Policies and Procedures
- DCBS & WCD Information Resource Plan
- Collective Bargaining Agreement
- Dept. of Administrative Services Personnel Rules
- Accounting and Budget Execution Manual

b. How are these guidelines used?

To provide accurate information or referral to the public, coordinate and manage section responsibilities, coordinate centralized functions with other sections of the division, provide budget development assistance and approve expenditures, and initiate or approve personnel actions.

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>			
DCBS executive staff /division technical, professional, and support staff /IMD administration and professional staff.	Phone / In person / Correspondence	Consultation / planning / coordination	Daily
Government representatives in and out of state /public and private educational and research organizations / vendors.	Phone / In person / Correspondence	Consultation / coordination	As Necessary
Insurers / third party administrators /self-insured employers / injured workers /attorneys / medical providers / national reporting organizations.	Phone / In person / Correspondence	Consultation / coordination	As Necessary

SECTION 7. POSITION RELATED DECISION MAKING

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

Recommends information system efficiencies in order to meet section, division, and agency objectives while reducing administrative costs. Assures integration of enabling technologies to increase agency efficiencies while improving customer services. Recommends budget expenditures. Recommends workload and process workflow revisions.

Interprets law, administrative rules, and agency policies. At the division executive staff level, participates in strategic and operational planning to include policy development and implementation. Inappropriate or inaccurate decisions will reflect negatively on the agency's operations and could result in increased costs or inefficient work processes.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Compliance & Regulatory Manager 2	3000.011	Regular staff meetings, one-on-one meetings, and conferences as needed to discuss performance expectations, questions or problems, and on-going projects. The incumbent is evaluated on overall effectiveness in planning and implementing the division's information resource strategic goals and objectives.		
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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? 14
 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
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Has signature authority to authorize expenditures within the section's biennial four million dollar budget.		
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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