



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01/02/2026

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

[] New [X] Revised

This position is:

- [X] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 1
b. Classification No: C0107
c. Working Title: Office Coordinator
d. Position No: 5000.503
e. Section Title: Oregon OSHA
f. Agency No: 44000
g. Employee Name: VACANT
h. Budget Auth No: 227920
i. Supervisor Name: Brandi Davis
j. Repr. Code: OAS
k. Work Location (City – County): Tigard - Washington
m. Position: [X] Permanent [] Seasonal [] Limited Duration [] Academic Year
[X] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [X] Non-Exempt
If Exempt: [] Executive [] Administrative [] Professional [] Computer
o. Eligible for Overtime: [X] 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 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 and 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 services, education, and consultations 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.

OR-OSHA's enforcement program ensures that Oregon's occupational safety and health rules are carried out in Oregon's workplaces. Enforcement activities include unannounced work site safety and health inspections, as part of OR-OSHA's scheduled inspection program and responses to complaints or referrals from other agencies. Both public and private sector employers are scheduled for inspections based on Oregon's statutes and administrative rules. Enforcement staff also conduct fatal and non-fatal accident investigations. OR-OSHA's Safety Enforcement Program is directed towards injury prevention for workers. The Health Enforcement Program has the primary focus of preventing occupational diseases and illnesses that can result from exposure to chemical substances or physical agents in the workplace. As part of its enforcement program, OR-OSHA also operates a nationally certified Occupational Health Laboratory.

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:

The purpose of this position is to provide administrative support to a regional OSHA field office and ensure workflow processes meet compliance standards as outlined in the Oregon Safe Employment Act.

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	NC	E	<ul style="list-style-type: none"> • 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.
75%	NC	E	<p>Program Support Receive incoming phone calls on the central communications system from public and private employees, employers, state agencies and other organizations and stakeholders; conduct informal interviewing of callers to determine the purpose of their call and redirect, as appropriate, or respond to inquiries regarding Oregon Occupational Safety and Health Division's program responsibilities and services. Triage and document incoming complaints, notices, and other information requests. Explain to external</p>

			<p>callers about Oregon OSHA services, laws, and processes and their application to situations. Refer calls and visitors to appropriate staff. Generate progress reports and submit to the field office supervisor for review. Review violation abatement reports by determining what is causing employers to be on the non-compliance list and resolving the issue if it is administrative in nature. Review current processes and procedures to determine where process improvements can be made. Develop and offer solutions that enhance operational efficiency and reduce errors. Develop, update, and maintain process and procedure manuals. Keeps immediate supervisor apprised of work on a weekly basis.</p> <p>Track and monitor inspection activities to identify regulated timelines and ensure deadlines are met by inspection staff. Update and maintain regulated entities' files with required information and notes. Generate varied and complex reports for inspection staff as needed. Track, monitor, and evaluate case files for missed deadlines or incomplete actions, notifying appropriate inspection staff of needed response.</p> <p>Evaluate inspection reports to determine if reports, orders, citations, or other correspondence is needed. Support safety/health manager and inspection staff by drafting orders, corrective action letters, and other notifications for review and delivery by appropriate staff.</p> <p>Maintain a strong working knowledge of program operations in order to support inspection services. Support program operations by maintaining and making available minutes of staff meetings as references to address current field office issues.</p> <p>Coordinates an efficient flow of documents to ensure deadlines are met. Helps employees with procedures and reviews work to assure conformance to agency policy/procedures. Assists with training of temporary support staff. Follows uniform desk procedures for field office support staff to ensure statewide consistency utilizing Federal and division requirements. Provides input for division-wide standard operating procedures. Makes presentations in field office and statewide support staff meetings regarding problems or changes in procedures. Proposes solutions and/or changes to be implemented statewide. Upon request, assists safety and health manager with correspondence and research. Responds to angry employers, employees, and others. Follows policy for emergency situations.</p> <p>Reviews accident synopses written by compliance officers for grammar. Receives and processes documents related to the safety and health program, including inspection packets, complaints, referrals, hazard letters, etc. Reviews documents for compliance with established criteria and checks that necessary information is completed. Processes extension of abatement dates requested by employers.</p>
10%	NC	E	<p>Technical Support</p> <p>Assist staff members with routine computer issues, provide minor system support. Provide one-on-one training on database and other software usage. Assist the information system specialists, as needed, in deploying IT issue remedies. Maintain copiers, printers and fax machines, contacting equipment vendors as needed.</p> <p>Training to include, but not limited to, how the OTIS system operates, correct methods of citation processing to ensure accurate, timely entry in each OTIS field, and reporting ID information.</p> <p>Helps the compliance officers load photos into OTIS, and ensures that inspection information is entered properly in OTIS.</p>
10%	NC	E	<p>Records Maintenance</p> <p>Maintain program-related records including, but not limited to: inspection activity reports, referrals, extensions, confidential information, complaints,</p>

			production, procedure, and work reports. Ensure case files are opened, maintained, and closed, as appropriate. Purge documents according to established retention schedules.
5%	NC	E	<p>Miscellaneous Functions Participate in special projects, as assigned. Support new employees by providing training on office reporting procedures. Coordinate/ensure coverage for lunches and breaks. Keeps immediate supervisor apprised of work on weekly basis to discuss admin operations.</p> <p>Works with the Department of Justice to prepare warrants and subpoenas as needed.</p> <p>As Vehicle Coordinator, updates vehicle sign-out board; data enters vehicle information on a monthly basis, contacts DAS regarding vehicle maintenance issues; schedules service appointments; ensures that oil changes, major service and quarterly vehicle inspections are completed in a timely fashion.</p> <p>Responsible as liaison to coordinate with rented facility landlords and central office Acts as liaison between landlord, management, other department support division staff and field office staff. Coordinates meetings, training, Service Awards Ceremony and other events for the entire field office staff.</p> <p>Responsible for field office purchasing, including simple office supplies, equipment and services. Prepares report for management decision. Maintains accurate inventory that includes significant amounts of various health and safety sampling equipment. Responsible for field office petty cash fund by reimbursing staff and reconciling cash as needed for authorized purchases. Obtains receipts, reconciles journal, and submits documentation to Central for reimbursement. Utilizes DCBS and OR-OSHA operating procedures.</p> <p>Appeals coordinator for the field office. Duties include working with appeals team, setting up case file folders, reserving rooms as needed, tracking appeal closures, maintaining open appeals files, and receiving case closure documents and final filing of completed appeals.</p> <p>Other duties as assigned.</p>
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.

Works hours 8 a.m. to 5 p.m. in an office environment. Occasional lifting is required. Deal with irate, angry people on the telephone or in person.

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 procedure manual, department policies and procedures, and division policies and procedures
 Oregon Administrative Rules related to workplace safety and hazards
 Oregon Safe Employment Act (OSEA)
 Occupational Safety & Health Administration regulations (OSHA)
 Standard Industrial Classification Manual
 OSHA Technical Information System (OTIS)
 Enforcement Policy Memos and other directives
 Field Inspection Reference Manual
 Standard Operating Procedures Manual

b. How are these guidelines used?

To ensure correct, legal information is provided to respond to inquiries. To assure correct/timely processing of all inspections, investigations and citations. To assure correct submission of OTIS reports and forms. To assure that all office records, reports and other correspondence are properly typed, filed, and maintained. To assist in the drafting of corrective action letters, notifications, orders, and other correspondence, as appropriate.

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>			
Division Management and Staff	Phone and In Person	For instructions and to receive or relay information. Respond to inquiries regarding citations, LOCAs, and inspections.	Daily
Employers	Phone and In Person	Responds to inquiries regarding complaints, accidents, inspections, appeals, extensions, and general agency activities.	Daily
Employee/Employer Representatives	Phone and In Person	Assist in reviewing files, obtaining safety and health information, and complaint filing information.	Weekly
Public	Phone and In Person	Provide information on safety/health matters.	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

Determine nature and urgency of complaints and elevate to managers or inspectors. Complaints may contain life-threatening hazards that require immediate response.

Determine what types of reports, orders, citations, or other correspondence is needed to be processed and their associated timelines. Accuracy in communications and meeting timelines assist regulated entities with their resolution development, and in the follow-up actions necessary by the manager or inspection staff.

Determine where process improvements can be made that enhance operational efficiency and reduce errors. This improves the overall program efficiencies, in meeting regulated timelines, and reduces staff stress.

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 curser at end of a row (outside table) and hit "Enter".

Occupational Health & Safety Manager 1	5000.543	In person/ Writing/ e-mail	Daily / Quarterly	to determine that work is being processed accurately and in a timely manner / Performance Accountability Feedback
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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? _____
 How many employees are supervised through a subordinate supervisor? _____

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:

Due to the nature of the duties performed by this position, remote work is not available.

REQUESTED SKILLS:

Strong and diplomatic verbal and written communication skills. Skilled in de-escalation and interviewing techniques.

Expert proficiency in spelling, grammar, and punctuation with a focus on accuracy.

Strong comprehension of IT systems and software with an ability to provide minor technical support.

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 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