



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/4/2026

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

Form with fields a-j: Classification Title (Public Service Representative 3), Classification No (C0323), Effective Date (June 1, 2026), Position No (8400.583), Working Title (Customer Service Representative Bilingual (Spanish)), Agency No (44000), Section Title (Operations Section (Administrative Services Team)), Budget Auth No (000721720), Employee Name (Vacant), Repr. Code (OAS), Work Location (Salem – Marion), Supervisor Name (Vacant), Position (Permanent, Full-Time), FLSA (Non-Exempt), Eligible for Overtime (Yes).

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 the "heart and face" of the Workers' Compensation Division and other DCBS divisions located in the Labor and Industries building to the public. Functions as the front line first point of contact for the public. Telephone and in-person inquiries relating to the Workers' Compensation Division and DCBS Director’s office will funnel through this position. Provides administrative support to WCD program areas by performing general office tasks and duties, conducting electronic system specific research, interacting with internal and external customers and stakeholders through web based and telephonic means, and general clerical support.

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>
45%	R	E	<p>Performs as primary customer service representative for walk-in-customers seeking assistance from DCBS divisions located in the Labor and Industries building. Routes customers of other DCBS divisions to the appropriate location. Provides centralized telephone and walk-in reception assistance to the public and the Workers Compensation Division (WCD) by answering a multi-line telephone system and personally greeting customers. Determines content of customer inquiries and their needs, and correctly routes them to the appropriate staff member or program area. Answers general questions regarding WCD programs, Division organization and operations, administrative rule and bulletin availability, procedural information, and availability of services. Takes accurate messages for callers wishing to leave</p>

			messages and provides assistance for callers who "zero out" from individual staff voice-mail extensions.
30%	N	E	Provides administrative support to the Modernization section and other program areas as needed. Provides assistance with the review and organization of incoming documents, scheduling meetings, data entry, creating meeting notes from recorded meetings, or other needed administrative functions.
15%	R	E	Provides Spanish to English interpretation and translation services to division program areas, and DCBS Spanish speaking stakeholders. Translates time sensitive documents for program areas and assists Spanish speaking stakeholders with inquires both in-person, and over the phone.
10%	R	E	Receives requests for workers' compensation claims history information. Reviews for appropriateness. Processes requests by entering appropriate information into the Claims Information System (CIS). Receives system generated reports for each request the following day, and faxes reports back to requester.
<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.

Working hours 8:00 a.m. to 5:00 p.m., Monday through Friday. Prompt and regular attendance is essential. Work area must be staffed by at least one trained central receptionist at all times. Occasionally subject to threats or abusive language from hostile or angry people in person or on telephone. A calm demeanor is essential. Requires sitting for up to two hours at a time, for up to seven hours per day. May occasionally be required to lift boxes of printed material weighing up to 25 pounds.

Due to the nature of the duties performed 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.

- Department & Division policies and procedures
- Agency & Division organization charts, employee list
- State of Oregon Telephone Directory
- Agency Central Reception Customer Service Standards
- Internet
- WCD Subject, Mail, and Telephone Directories
- Desk procedures
- WCD rules and laws
- City and state maps, etc
- Internal, External Division Web Sites

b. How are these guidelines used?

These guidelines are 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, Agency Personnel, Division Staff.	Telephone / In person / email	Inquiries / Requests	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Solicits information from caller or visitor to determine specific need and either answers Operations Section program questions or route 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.		

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