



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2/28/25

Agency: Department of Revenue

Facility:

[ ] New [ ] 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: Office Assistant 2
b. Classification No: C0102
c. Effective Date:
d. Position No:
e. Working Title: Mail Processing Clerk
f. Agency No: 15000
g. Section Title: Mail Processing Unit
h. Budget Auth No:
i. Employee Name:
j. Repr. Code:
k. Work Location (City - County): Salem - Marion
l. Supervisor Name: Simi Loyd
m. Position: [ ] Permanent [x] Seasonal [ ] Limited Duration [ ] Academic Year
[ ] Full-Time [ ] Part-Time [ ] Intermittent [ ] Job Share
n. FLSA: [ ] Exempt [x] Non-Exempt
If Exempt: [ ] Executive [ ] Professional [ ] Administrative
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.

This position is in the Information Technology Services Division, Mail Processing Unit. This unit handles approximately 1.8 million pieces of incoming mail for all tax programs administered by the Department of Revenue. This unit receives, sorts, cuts, extracts, assembles, and transports and routes all tax programs tax returns, correspondence, and payments as quickly and accurately as possible. This includes the reading and deciphering documents to determine proper handling and routing. This unit enables the agency to deposit monies, issue refunds, process tax returns and correspondence in a timely manner.

Our mission, vision, and values guide us as we serve our customers and collect revenue that supports the critical infrastructure of Oregonians' daily lives. The Department of Revenue's mission is, "together, we collect the revenue that Oregon counts on." The agency's vision is to create a clear and easy experience for our customers.

Our Values are:

- We work to earn the trust of taxpayers.
We seek dignity and inclusion for all.
We do the right thing.

- We build partnerships.
- We rise to the occasion.

State of Oregon DEI Vision:

Within this context of historical harms, changing demographics, intersectional identities, and more; our vision for the next five years and beyond is to:

- Dismantle institutional and structural racism in Oregon state government, and by doing so, have resounding impacts on the communities of our great state.
- Build a more equitable Oregon where everyone has the opportunity to thrive and everyone’s voice is heard.
- Ensure an inclusive and welcoming Oregon for all by celebrating our collective diversity of race, ethnicity, culture, color, disability, gender, gender identity, marital status, national origin, age, religion, sex, sexual orientation, socio-economic status, veteran status, and immigration status.

State of Oregon DEI Values:

- Putting racial equity at the forefront while understanding intersectionality. We must be bold and put racial equity at the forefront as a primary and pervasive location of oppression that connects with and worsens other identity-based inequities.
- Prioritize equity, anti-racism, and racial justice actions. Commitment to prioritizing equity and eliminating racial disparities involves taking action in our policies, budgets, decision-making, and daily work.
- Foster internal and external partnerships. Across the state enterprise and other institutions, community-based organizations are crucial to achieving racial equity. True partnership means shared power, listening, resolving tensions by creating solutions together, and scaling up what already works well.
- Ensure collective responsibility and accountability. As public servants, we have a collective responsibility at every level of government to proactively reduce racial disparities and barriers. We must establish measurements of success so that we can ensure improvements are real and ongoing.

State of Oregon DEI goals:

1. Establish strong leadership to eradicate racial and other forms of disparities in all aspects of state government.
2. Center equity in budgeting, planning, procurement, and policymaking.
3. Strengthen public involvement through transformational community engagement, access to information, and decision-making opportunities.
4. Improve equitable access to services, programs, and resources including education, health, housing, human services, environmental justice, criminal justice, and economic opportunities.
5. Foster an inclusive workplace culture and promote equitable hiring, retention, and promotion practices.
6. Foster and promote to employees the importance of a diverse, and discrimination and harassment free workplace; ensure that any subordinate managers/supervisors receive an orientation on the Department’s affirmative action goals and responsibilities and understand their own responsibilities for helping promote the affirmative action goals and objectives in the division/section. Ensure all subordinate managers/supervisors are evaluated on their effectiveness in carrying out the responsibilities they have for participating in and promoting affirmative action activities. Act in a responsible manner if they become aware of any Department employee engaging in any type of harassment.

**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:**

Open and sequence presorted mail based on PO Box number for all tax programs that are administer by the agency.

**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
75			Open (pre-sorted by PO Box number) incoming agency mail. <ul style="list-style-type: none"> <li>• Prepare documents to ensure compatibility for specialized scanners. Document prep work includes opening mail, date stamping, removing clips and staples, ensuring documents are in correct order, and adding separator sheets where necessary.</li> <li>• Open, sequence, and sort all types of mail with or without cash according to established procedures.</li> <li>• Assist in keeping all sections neat, organized, and desk supplies stocked.</li> <li>• Assist in trouble shooting, machine maintenance, seeking advice when required.</li> <li>• Prioritize, read, decipher, sort, and route or transport cash and noncash items to other units.</li> <li>• Scan unclaimed mail received.</li> </ul>
20			Assist the Mail Receiving team <ul style="list-style-type: none"> <li>• Required to drive the state vehicle to the post office to pick up mail. Sign for certified mail and transport all mail back to the Revenue building.</li> <li>• Load/unload mail truck. Transport to work area.</li> <li>• Sort incoming mail by address or envelope size for automatic or manual cutting.</li> <li>• Sort and route priority mail in a timely manner.</li> <li>• Operate automatic or manual envelope cutting machine. Bundles and tags envelopes. Transport to Mail Opening Unit.</li> <li>• Responsible for accurately counting unopened mail from previous day (backlog) and providing information to the Mail Receiving Lead worker.</li> <li>• Responsible for scanning empty envelopes and transporting recyclable containers to the basement with the use of hand truck.</li> <li>• Maintain equipment in work area by vacuuming, dusting, keeping all areas clear of unsafe conditions, and picking up staples off carpet.</li> </ul>
5			As required, work in other areas within the Processing Center to achieve maximum level of work, meeting required production and quality standards for such units/sections. Training will be provided as needed upon assignment. Perform other duties as assigned by supervisor.

## 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.

High production atmosphere. Work is performed in a typical office environment. There are frequent interruptions. There is sitting and concentrating for long periods of time (up to 8 hours a day); frequent reading of technical materials, instructions, procedures, and taxpayers’ information; Ability to push carts of tax returns or fully loaded postal containers provided by the post office; lift and carry trays or tubs of mail weighing up to 40 pounds to or from shelves which are up to six feet in height; Extensive use of wrist/hand to operate manual staplers and staple removers. Requires working at mail cutting or extracting (opening) station for up to 8 hours a day.

General knowledge of the statutes, rules, and department policies and procedures. The person must be able to use these resources and adhere to the state’s disclosure laws.

## 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.**

Procedure manual available for all types of work done in the unit. Employees follow established department policies OPEU contract and equipment manuals.

**b. How are these guidelines used?**

Desk manuals are referred to when opening, cutting, assembling, or sorting tax returns received by the department.

**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>			
Processing Center work units	In person, Phone, Email, Writing	Deliver work and answer questions	Daily
Supervisor	In person, Phone, Email, Writing	Questions and feedback	As Needed
All agency personnel	In person, Phone, Email, Writing	Ask/Answer questions	As Needed
Postal employees	In person, Phone, Email, Writing	Receive Work	As Needed
OPEX Corp. (vendor)	In person, Phone, Email, Writing	Machine maintenance	As Needed

**SECTION 7. POSITION RELATED DECISION MAKING**

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

Ability to make decisions following established procedures and priorities relating to cutting, opening, assembling, sorting, and routing of mail and tax returns without constant supervision; seek advice when necessary; must develop good working knowledge of all unit procedures. Seek advice from lead worker/supervisor as needed.

Wrong decisions could lead to improper crediting of payments, potential disclosure issue, delayed responses to correspondence, and poor taxpayer relations. Decisions relating to priority mail and tax returns could delay mail being routed correctly, delaying deposits of money for the agency, or delaying refunds to the taxpayers, thus having an adverse effect on the agencies and units customer service.

**SECTION 8. REVIEW OF WORK**

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
PEMA	3210	In person and email	As Needed	Corrective Action

**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:

Ability to work in a high production team environment. Limited typing skills needed for using PC.

**SPECIAL REQUIREMENTS:** List any special mandatory recruiting requirements for this position:

Must have a valid driver's license. Must comply with laws and agency policies on Oregon tax filing requirements and laws prohibiting disclosure or misuse of confidential information.

**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