



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
1/1/24

Agency: Department of Revenue

Facility: Information Technology Services Division (ITSD)

☐ New ☒ Revised

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Office Specialist 1</u>	b. Classification No: <u>C0103</u>
c. Effective Date: <u>September 1, 2018</u>	d. Position No: <u>3257000</u>
e. Working Title: <u>Document Imaging Specialist</u>	f. Agency No: <u>15000</u>
g. Section Title: <u>Imaging</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: _____
k. Work Location (City – County): <u>Salem - Marion</u>	
l. Supervisor Name: <u>Barbara A Barnes</u>	
m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	

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.

Oregon Department of Revenue has a central office as well as several field offices, and administers multiple programs, including the state's income tax system. The department also collects and processes payments to programs administered by other government entities in Oregon. All divisions of the department are affected by the processing of payments, including the General Fund, State Treasurer Accounts, other governmental bodies, and nearly all individuals, corporations, and employers living or doing business in Oregon.

The Imaging unit is part of the Processing Center section of the Information Technology Services Division. This unit operates a high speed scanner to image all agency payments and returns.

The unit consists of 4 permanent full-time OS1's with an operating budget of approximately \$600,000 per biennium.

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

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:

Operate high speed scanners to image all agency payments and returns along with image only files from program or other agency partners.

Review documents for established criteria such as: legibility, accuracy, completeness, and conformance to minimum processing requirements.

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
Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit “Enter”.			
90%			<p>Operate high speed scanner to image all agency payments and returns along with image only files from program or other agency partners.</p> <p>Monitor imaging process and file upload during scanning to prevent any feeding issues and maintain a high-quality file.</p> <p>Record and report all error messages that will impede and interfere with processing when they occur.</p> <p>Analyze documents provided and use judgement to select the appropriate programming job to process file for imaging based on procedures within a particular program or operation.</p> <p>Review documents for established criteria such as: legibility, accuracy, completeness, and conformance to minimum processing requirements.</p> <p>Manually research discrepancies or rejections resulting from software or hardware errors.</p> <p>Respond to inquiries about imaging information and services to other agency staff and educate on proper processes and procedures.</p> <p>Coordinate with Processing Center OPAs to perform testing of new imaging jobs and provide support.</p>
10%			<p>Disassemble machine to perform routine cleaning and minor maintenance on high-speed scanners.</p> <p>Other duties as assigned, including but not limited to:</p> <ul style="list-style-type: none"> - Working in other units/sections (Files, Mail, Payment Processing, TPID, ITU, etc.) to achieve maximum flow of work. Training will be provided as needed upon assignment.
			NOTE: Percentage of time may vary according to workload and job assignment.
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.

High production environment. May be required to work variable or extended hours as dictated by workload. Use of personal computer required for extended periods of time. Required to push rolling carts loaded with documents. Position requires extensive standing with intermittent carrying of documents from shelves to scanner.

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.

1. Desk procedures.
2. Department procedures and policies.
3. State and federal banking laws and requirements.
4. Personnel procedures.

b. How are these guidelines used?

1. Desk procedures are used to determine the correct methods of processing payments and returns.
2. Department policies are used to ensure a good audit trail in locating payments.
3. Referred to when in receipt of questionable checks, currency, and documents.
4. To establish and enforce department guidelines.

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?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
All department personnel	Telephone/Email/Teams/ Text/In person	To clarify information necessary to process documents.	Daily
Manager	Telephone/Email/Teams/ Text/In person	Questions/feedback	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

How to accept/deny/route/scan documentation received. What process to take to rectify any errors that occur. The accuracy of the taxpayer information is critical to the department for use in billings, correspondence, and historical information. Use of judgement to determine route for documentation/correspondence.

If incorrect decision is made for scan job, documents cannot be processed correctly. If correspondence is incorrectly routed, could affect filing timeline, appeal timeline, or taxpayer/program rapport.

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".

Revenue Supervisor 1	2305000	Reviews work through reports and deletion logs. Also, through date control of workflow and daily observations.	Daily	
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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? 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:

High production atmosphere. Must operate: IBML high-speed scanners and personal computer.
Ability to maintain harmonious working relationships and work in a team environment.

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".

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