STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date: 6/14/2023

This position is:
- [x] Classified
- [ ] Unclassified
- [ ] Executive Service
- [ ] Mgmt Svc – Supervisory
- [ ] Mgmt Svc – Managerial
- [ ] Mgmt Svc - Confidential

Agency: Oregon Employment Department
Facility: Wilsonville UI Contact Center

SECTION 1. POSITION INFORMATION

a. Classification Title: Operations & Policy Analyst 2
b. Classification No: C0871
c. Effective Date: __________________________
d. Position No: __________________________
e. Working Title: Data Analyst
f. Agency No: 47100
g. Section Title: UI Analytics
h. Budget Auth No: __________________________
i. Employee Name: __________________________
j. Repr. Code: OAH
k. Work Location (City – County): Remote
l. Supervisor Name: Evan Kibbey
m. Position: [x] Permanent  [ ] Seasonal
   [x] Full-Time  [ ] Part-Time
   [ ] Limited Duration  [ ] Intermittent
   [ ] Academic Year  [ ] 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.

The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) benefits program; recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations); developing and distributing workforce and economic information (Communications and Research); creating and administering a paid family and medical leave insurance program for Oregon workers and businesses; and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all
backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

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:

Evaluate complex UI Program performance and effectiveness to meet stated goals. Track, analyze, evaluate and report on employee and program performance, designing and interpreting reports from systems. Formulate long-term and short-term forecasts, objectives and business plans for UI Programs and make recommendations to the UI Analytics Program Manager. Process and analyze data through the use of Business Intelligence tools such as Oracle Business Intelligence and data visualization tools such as Tableau to identify trends, make predictions, establish recommendations and draw conclusions for various management teams throughout the Oregon Employment 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.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>N/R/NC</th>
<th>E/NE</th>
<th>DUTIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration with UI Center Management</td>
<td>55%</td>
<td>N/R</td>
<td>E</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Collaborate directly with and through the statewide Unemployment Insurance (UI) Center management team (with locations throughout the State of Oregon).</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Evaluate complex UI Program performance and effectiveness to meet stated goals.</td>
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<td></td>
<td></td>
<td></td>
<td>o Communicate with management to clearly define the request and requirements.</td>
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<td></td>
<td></td>
<td></td>
<td>o Establish plans of action.</td>
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<td></td>
<td></td>
<td></td>
<td>o Recommend system upgrades, enhancements, and other changes.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>o Study costs (budgetary and opportunity) and benefits of changes.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>o Determine where operational improvements and procedural adjustments are appropriate.</td>
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<td></td>
<td>o Take into account different administrative processes in UI Center locations throughout the state due to size, layout, staffing, etc. and analyze to drive operations and procedures to be as consistent as possible.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>o Make recommendations on UI System enhancements.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Track, analyze, evaluate and report on Employee and Program performance, designing and interpreting reports from systems.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>o Analyze, evaluate and report historical data and trends and create forecast models.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>o Collection, analysis, evaluation and reporting of historical contact center and agent performance statistics.</td>
</tr>
</tbody>
</table>

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".
o Collaborate with management on the effective use of performance data to better manage operations.
  o Collaborate with management and provide information to inform the workforce scheduling plans as needed.
  o Evaluate staffing levels on a proactive basis to account for discretionary activities; such as vacations, trainings, meetings.
  * Formulate long-term and short-term forecasts, objectives and business plans for UI Programs and make recommendations to the UI Data Analytics Team Manager.
    o Ensure compliance with agency laws, administrative rules, and policies.
    o Recommend changes, when necessary, to meet UI Program goals.
    o Plan, develop agenda, and lead recurring meetings with management, to review current week’s performance and forecasted performance which includes identifying risks and opportunities.
    o Analyze and determine new forecast when current day forecast has high deviation from actual.
  o Collaborate with ITS, UIOPS, OHR, and management at all levels in Central Office and the UI Centers throughout the state on performance, performance measures, and recommendations to meet and exceed business objectives and Department of Labor expectations for business units. Track and monitor results.
  * Collaborate directly with and through requestors throughout the UI Contact Center Leadership team:
    o Communicate with management to clearly define the request and requirements.
    o Organizing and preparing data to ensure it is unbiased and credible.
    o Processing and analyzing data through the use of Business Intelligence tools and data visualization tools such as Tableau to identify trends, make predictions, establish recommendations and draw conclusions.
    o Communicate trends, predictions, recommendations and conclusions to management and other users.

| Collaboration with Management Teams other than UI Center Management |
|---|---|---|---|
| 15% | N | E | Collaborate directly with and through management teams throughout the Oregon Employment Department to include: Workforce Operations, Research, Human Resources, the Equity and Inclusion Council, UI OPS, and the Executive Team:
  * Communicate with management to clearly define the request and requirements.
  * Organizing and preparing data to ensure it is unbiased and credible.
  * Processing and analyzing data through the use of Business Intelligence tools and data visualization tools such as Tableau to identify trends, make predictions, establish recommendations and draw conclusions. |
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.

- Open, office environment located within the UI Contact Center.
- Remote work suitability is evaluated based on business needs at the time of hire. Remote work approval can be revoked at any time. For remote work, employees are expected to:
  - Be able to report to one of the office locations listed, as necessary.
  - Demonstrate access to a broadband internet connection that meets or exceeds the minimum acceptable requirements; Click here to view the minimum acceptable requirements.
  - Have a private workspace.
  - Maintain good standing (i.e. no performance or attendance issues).
- Must be able to perform detailed work during constant interruptions, often with tight deadlines.
- Personal Computer, Fax Machine, Printers, Copiers, etc.
- Overtime may be required during periods of heavy workload.
- Position may be required occasional travel, primarily to Salem and the Beaverton Contact Center.
- Can be long periods of sitting designing spreadsheets, interpreting data, or inputting data into PC.

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.


b. How are these guidelines used?

The manuals and bulletins are used to explain proper procedures to follow to process daily work. The confidentiality handbook is used as resource for understanding confidentiality laws and rules.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

<table>
<thead>
<tr>
<th>Who Contacted</th>
<th>How</th>
<th>Purpose</th>
<th>How Often?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

| Central office, Public, Third party vendors/contractors | Telephone, letters, in-person, electronic mail | Receive and provide information, assistance, and/or clarification. | Daily |
| Other UI Center Business Units | In-Person, telephone, electronic mail | Provide or receive information | Daily |
| Claimants/ Employers | Telephone, letters, forms | Provide information and/or assistance | Monthly |
| Other Field Offices | Telephone, letters, electronic mail | Brainstorming, give and/or receive assistance | Weekly |

SECTION 7. POSITION RELATED DECISION MAKING

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

Position has considerable independent judgment on the actual work methods used to accomplish position duties while complying with Federal, State and Agency guidelines. Prioritizes work load to meet strict deadlines. Monitors Agency key performance measures and provides data driven recommendations to help improve metrics. Determines which information to provide management so they are appropriately aware of activity, issues and changes.

Works with limited supervision, but in constant communication with management staff.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

<table>
<thead>
<tr>
<th>Classification Title</th>
<th>Position Number</th>
<th>How</th>
<th>How Often</th>
<th>Purpose of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI Analytics Program Manager (BOM2)</td>
<td></td>
<td>The performance appraisal system will be used for review of work and planning for training and development</td>
<td>Work is reviewed on an ongoing basis, periodically throughout the year and at the annual performance appraisal by the manager, (Business Operations Manager 2).</td>
<td>Work will be reviewed to insure standards of performance are achieved and in accordance with laws, rules, division and local field office policy.</td>
</tr>
</tbody>
</table>

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?

How many employees are supervised through a subordinate supervisor?
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:

This position requires successfully passing a criminal records check, which may require a fingerprint-based records check, as a condition of employment.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

<table>
<thead>
<tr>
<th>Operating Area</th>
<th>Biennial Amount ($00000.00)</th>
<th>Fund Type</th>
</tr>
</thead>
</table>

**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