



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
04/01/2022

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

Agency: Oregon Employment Department

Facility: Central Office

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 2
b. Classification No: C0108
c. Effective Date: May 19, 2016
d. Position No:
e. Working Title: Electronic Reporting Support
f. Agency No: 471000
g. Section Title: Contributions and Recovery Division
h. Budget Auth No:
i. Employee Name:
j. Repr. Code: OAH
k. Work Location (City - County): Salem, Marion

l. Supervisor Name:

m. Position: Permanent Seasonal Limited Duration Academic Year
Full-Time Part-Time Intermittent Job Share

n. FLSA: Exempt Non-Exempt
If Exempt: Executive Administrative Professional Computer
o. Eligible for Overtime: 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 and the Paid Family Medical Insurance Program (Paid Leave Oregon). The overall mission of the UI and Paid Leave Oregon system is to promptly collect taxes when due and promptly pay benefits when due.

UI benefits provide a partial wage replacement to workers who are unemployed through no fault of their own, thus maintaining a level of purchasing power to assist local economies. It affects unemployed workers and communities throughout Oregon, as well as Oregonians whom have moved to other states. It is the largest single program in the department employing the most workers in central and field offices utilizing the majority of the agency funds for its administration.

The Paid Leave Oregon program provides employees compensated time off from work to care for and bond with a child during the first year of the child’s birth or arrival through adoption or foster care, to provide care for a family member who has a serious health condition, to recover from their own serious health condition, and to take leave related to domestic violence, stalking, sexual assault or harassment (safe leave).

UI and Paid Leave Oregon benefits represent one part of the three part agency purpose which includes creating worker financial stability, matching workers with jobs, and developing labor market information used throughout the state.

The role of the Contributions and Recovery Division within the Employment Department is to have a low cost, equitable contribution system that allow accurate and prompt payment of benefits to unemployed workers or those seeking paid leave. The focus is to increase voluntary employer compliance statewide, maximize necessary enforcement, and maintain a quality accounting system.

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 primary purpose of this position is to provide on-going telephone support to all Oregon subject employers by researching, analyzing and interpreting Oregon Revised Statutes, Administrative Laws, policies, and procedures.

This position also serves as the liaison between OED and state agencies, corporations or other entities. As a liaison, this position will identify acceptable solutions to non-routine issues that will require judgment in determining an appropriate course of action.

Work is conducted primarily over the telephone (in-bound phone queues and outbound direct dial) in a secure certified facility but can include in-person and/or interaction by written correspondence.

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
35%	NC	E	<p>Provide constituents support by telephone, in-person, virtually, or by written correspondence in filing their combined quarterly payroll reports.</p> <p>Scope of assistance can include but not limited to: Filing Combined Quarterly Payroll Reports; troubleshooting; wage reporting data errors; rate; changes and updates; failure to file notices; penalty letters; amending reports; payment information</p> <p>Provide support with electronic filing systems: Assist with affiliating to electronic reporting systems; filing reports; auditing of combined reporting progress; addressing any issues with report submission</p>

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

			Provide direction and interpretation of Oregon Revised Statutes, Oregon Administrative Rules, Oregon Employment Policies, procedures and programs to effectively resolve UI or Paid Leave Oregon filing issues.
20%	NC	E	<p>Serves as the liaison between OED and constituents; as liaison, this position identifies acceptable solutions to non-routine issues requiring problem solving skills and discernment in determining an appropriate course of action.</p> <p>Responsible to maintain up-to-date knowledge of Oregon Revised Statutes, Oregon Administrative Rules, program policy and procedures pertaining to contribution collections and reporting.</p> <p>Analyze, interpret and apply laws and rules.</p> <p>Explain such action to employers, state agencies, corporations or other entities in a manner that is easily understandable by telephone, in-person, virtually, or by written correspondence.</p>
20%	NC	E	<p>Review and analyze employer accounts to determine action required to resolve compliance issues.</p> <p>Review accounts for accuracy in accounting and assessment. Initiate action to correct errors.</p> <p>Contact employers by telephone, in-person, virtually, or by written correspondence to obtain compliance with reporting requirements and payment of delinquent contributions.</p>
20%	N	E	Processes wage records received electronically by a secure server; works with employers by telephone, in-person, virtually, or by written correspondence to fix incorrectly filed wage records and resubmit them.
5%	N	E	Acts as a backup to all positions within Contributions Support Services. Other duties as assigned.
100%			Note: The percentage of time may vary according to volume and work assigned

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.

Constant phone contact; employee acts as a liaison between subject employers and the Department, must be able to develop and maintain communications with employers by handling a wide range of personalities, issues, and receptions in rapid succession within a daily schedule.

Maintain good public relations, often in extremely difficult personal encounters. Present a favorable image and appearance at all times. Retain composure and common sense in sometimes volatile and emotional situations.

Develop and maintain communications with area auditors and Central Office personnel in order to combine efforts for most effective servicing of accounts.

Contact with *hostile*, angry and emotional employers is a frequent occurrence.

Daily extensive use of Employment Department computer systems to research and process information.

Requires sitting for long periods while working in a remote or open office environment. Must be able to concentrate on computer entries while receiving phone calls or other interruptions.

During certain times of the year, there may be limited vacation approvals.

Regular attendance is essential to meeting the demands of this position and to provide necessary service to the public. In addition to the described duties listed directly above and in section 3, employees are expected to contribute to maintaining a positive and professional work environment, work cohesively as members of a team, maintain confidentiality, and provide outstanding customer service to the public.

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.

Oregon Revised Statutes Chapters 657, 657B and Related citations, Oregon Administrative Rules Chapter 471 Division 30; Unemployment Insurance Benefits and Claims and Division 70; Paid Family Medical Leave Act. The Federal Unemployment Tax Act, Contributions & Recovery procedure manuals, collective bargaining agreement, personnel rules, and agency bulletins.

b. How are these guidelines used?

Guidelines are used to interpret and explain the State and Federal law to the public, Contributions and Recovery staff, and other who have questions regarding UI Tax and Paid Leave Oregon Law, rules, statutes and procedures. Guidelines are also used for performance management duties with staff and compliance with Oregon State partner agencies.

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?
Auditors	Telephone/Mail/In person/Virtual	Missing information on reports	As needed
Others within Agency	Telephone/Mail/In person/Virtual	Accuracy of info	As needed
Employers or payroll companies	Telephone/Mail/In person/Virtual	Contributions and Recovery Program	As needed
State Agencies	Telephone/Mail/In person/Virtual	Contributions and Recovery, Combined Payroll Reporting	As needed

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions. Exercises skilled judgment in determining identity and validation of person on phone before giving out information. Deciphers information employer provides to determine the needed action to address their needs. Incorrect decision could result in a loss of revenue to the UI Trust Fund, agency or employer.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Employment Services Supervisor 1	0002874	In person, by phone, or email	As needed	to ensure accuracy of input

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:

The error ratio of this position is vital as an incorrectly submitted report could negatively impact the agency, employer, and the UI Trust Fund. It could take time for an error to be discovered and corrected, resulting in loss of time to the supervisor, employer, division, and partner agencies. Proficiency on PC, electronic filing systems and phone is needed. This position requires successfully passing a criminal records check, which may require a finger-print based records check, as a condition of employment.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type

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