STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

Agency: Oregon Employment Department

Facility: 811

☐ 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: Business and Employment Specialist 2 **b.** Classification No: C6699

c. Effective Date: **d.** Position No:

e. Working Title: Business and Employment Specialist **f.** Agency No: 47100

g. Section Title: Workforce Operations **h.** Budget Auth No: 271890

i. Employee Name: **j.** Repr. Code: OAH

k. Work Location (City – County): Hermiston – Umatilla County

l. Supervisor Name: Elizabeth Jones

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) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); 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.

In Oregon, the U.S. Department of Labor's Employment and Training Administrations American Job Centers (AJCs) model is branded as WorkSource Oregon, a statewide partnership of state, local, and nonprofit workforce entities that provides a variety of employment and training services to job seekers and employers under one roof. WorkSource Oregon, Oregon's workforce system provides access to multiple services in local WorkSource centers which are customer-centered to ensure value to each customer experience which can include training referrals, career counseling, job listings, and a variety of other employment-related services.

Workforce Operations administers the Wagner-Peyser Employment Services, Migrant and Seasonal Farmworkers State Monitor Advocate and Outreach, Veterans Employment Services, Reemployment Services and Eligibility Assessment (RESEA), TAA for Workers (TAA) programs, SNAP Training and Employment Programs and other workforce grants.

Workforce Operations program services assist businesses through customizable recruitment services and assists job seekers to find acceptable work. It helps businesses secure federal tax credits and offset training costs when new employees are hired from specific populations and collaborates with many partner agencies and organizations to assess the job-readiness of candidates and provide links to training programs if needed. The program serves businesses and job seekers at no charge.

Wagner - Peyser Employment Services are required to be co-located at WorkSource centers with WIOA Title I Youth, Dislocated Worker and Adult programs.

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:

Business and Employment Specialists are part of the local area WorkSource team, connecting employers with job seekers and guiding job seekers to use a growth mindset in developing skills and navigating career challenges in order to achieve their work ready status and employment goals. Business and Employment Specialist coordinate outreach activities with other agencies or organizations within the service area to maximize opportunity for engagement with Oregon's Workforce System. Business and Employment Specialists provide each job seeker the basic career services and referrals to additional WorkSource services to meet their individual needs.

Business and Employment Specialists assist employers through customizable recruitment services and assist job seekers to find acceptable work. These services help employers secure federal tax credits and offset training costs when new employees are hired from specific populations and collaborates with many partner agencies and organizations to assess the job-readiness of candidates and provide links to training programs if needed.

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 cursor at end of a row (outside table) and hit "Enter".*

70%			**Customer Relations & Job Seeker Services** • Provides a customized one-on-one conversation with WorkSource center job seekers assessing their needs, assisting to register with the labor exchange system or in need of learning the job search process, to provide current information on how to search for employment using multiple websites as resources, assistance with application processes, documentation, and effective interviewing techniques and determine interest in pursuing work ready status or training services • Gain and maintain familiarity with local employment needs to provide relevant job search support and assistance to jobseekers • Assess customers priority of service when first engaging customers and adequately understand the reason for a customer's visit to the center • Assess job seekers intent to work, motivation, work history, employer-required licenses, credentials, hard skills and essential skills/soft skills, and work readiness. • Assess and identify barriers to successful job search guiding job seekers to use a growth mindset in navigating career challenges and achieving their work ready status and employment goals highlighting the importance of resilience, continuous learning, and viewing setbacks not as failures but as opportunities to learn and grow • Provide basic career services as identified in sec. 134(c)(2) of WIOA to each individual who accesses the WorkSource center with a work ready focus. This includes workers who have received notice of layoff or are experiencing limited demand due to technological change, impact of imports, or plant closures as per Wagner-Peyser Act SEC. 7 (3C) - Basic career services include: ○ Outreach, intake, orientation to programs ○ Initial assessment of skill levels to determine which services are most appropriate for each job seeker, among multiple program service options. These assessments include but are not limited to an in-depth review of potential barriers to re-employment or training ○ Initial assessment of supportive service needs and providing referrals to community resources and supportive service agencies for needed services and /or technical assistance as appropriate ○ Labor exchange services ○ Job search and placement assistance ○ Career counseling ○ Referral to/coordination with other programs and services beyond basic career services ○ Workforce and labor market information ○ Eligible training provider information (ETPL) ○ Local area performance information ○ Information on supportive services availability

			○ Financial aid assistance for training ○ Information and assistance on filing claims under UI programs consistent with WSO-UI Levels of Service guidelines. ○ Review for WIOA Title I Eligibility (Adult, Dislocated Worker and Youth) and provide warm handoff when appropriate • Screen and provide referrals for job listings; when needed provides individualized career services which must be made available if these services are not being provided by Title I and are determined to be appropriate for an individual to obtain or retain employment. Individualized career services include: ○ Comprehensive and specialized assessments ○ Development of Employment Plans ○ Group coaching and career counseling ○ Individual career coaching and counseling ○ Career planning services ○ Provide information and warm hand off to short-term pre-vocational services ○ Workforce preparation activities ○ Provide information and warm hand off to financial literacy ○ Out-of-area job search assistance and relocation assistance ○ Promote Job Development Opportunities ○ Provide information and warm hand off to English language acquisition programs • Conduct outreach to MSFWs where they work, live, or gather to provide information about job seeker services in WSO offices, including the Complaint System and legal protections, and providing supportive services and referrals to other service providers on an as-needed basis.
10%			**Business Services Support** • Greets walk-in employers, answers the employer line and general business service team inquiries from walk-in employers or the shared business services inbox and assists with their needs, reviewing services, recruitment planning, job listing writing or establishing a new employer, provide job listing placed through employer line, provide follow up to voicemails and the business service inbox and disseminates any pertinent information to team as needed • Identify Work Ready candidates to match to existing available vacancies in listings • In coordination with leadership, build new employer relationships and inform businesses of available services • Reviews and processes pending employer files and pending job listings daily which includes ○ Follow up with employers who enter incomplete information or with authorized users if a non-listed job listing representative enters a listing or the job listing representatives who enter possible labor law violations or discriminatory language before changing anything on a job listing ○ Using the Frances Online system to validate information before entering into the labor exchange system

			○ Acting and a good steward and honoring confidentiality, performing research and due diligence before providing access to the state system • Identifies possible staff assisted listing opportunities, assists with staff assisted recruitments to include prescreens candidates and processes referral recommendations for open staff assisted recruitments, running matches, sending notifications, sourcing candidates, reviewing resumes for minimum qualifications and performing prescreens and process referral recommendations made by other BES staff • Writes and opens self-refer listings as needed and places self-refer listings on hold for staff assisted recruitment consideration • Establishes and validates new employer accounts utilizing the Frances system • Coordinate and assist with the planning and implementation of recruitment events and job fairs • Review Job Listing for Quality Feedback Measures • Writes and opens Foreign Labor Certification Job listings - provides referrals on H2A/H2B listings in accordance with DOL guidelines • Conducts cold calling- Job Seekers/Job Notifications using the labor system • Support/administer First Source Hiring Agreements in coordination with leadership • Attends Business Services Team meetings • Completes pending validations • Supports business, promotes employer optimized business services practices as assigned • Creates and manage job listings to include running matches of qualified job seekers and following up with employers • Conduct business outreach as needed • Market WorkSource Oregon services
15%			**Training Services Support** • As needed, develop an Employment Plan for internal programs, including assisting customers accessing Training Services • Make work-based opportunities available to customers in accordance with local area plans and investment strategies • Research opportunities and develop relationships with local apprenticeship programs and training centers to make the apprenticeship training model available to customers • Conduct staff-assisted talent development workshops to teach essential skills for work readiness • Refer customers to attend talent development workshops and activities so they have the materials and skills to be successful during job interviews • Assist customers with short-term training scholarship applications for STEP and other in-house training programs. • Assist jobseekers with accessing online skill development tools and in-person training. Engage as needed in monitoring and testing to measure customer progress. • Enter information into workforce program data management systems which may include iMatchSkills, iTracs or Tracs. • Provide follow-up services to support customers with employment and support needs, and record outcomes for performance metrics

			• Process training and support service payments to support customer approved services. • May assist with SPOTS card reconciliations
5%			**Other Duties** • Requires extensive travel by car to meet with business community, partners and workforce center staff • Assist with other Program needs and Special Projects as directed. • Conduct housing pre-occupancy consultations to determine if employer provided housing is available and meets the applicable housing standards or has been approved for conditional access to the clearance system. • Completes housing consultation checklist to document amenities present and works with employer to ensure that any non-compliant issues are remedied in order for housing to be approved. • Receives guidance from program staff to schedule required housing consultations, resolve any concerns related to working with the employer and submit required housing documents.

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.

May require some travel to additional OED WSO offices around the state, travel in-state to attend in person events as needed, which may require overnight stay. This includes but is not limited to annual conference, team, all staff, and quarterly meetings. Receive and direct people or telephone calls that may be irate and/or verbally abusive. Requires prolonged sitting or standing, frequently at a desk. Requires extensive use of the telephone and computer terminal. Provide assistance to Limited English Proficiency (LEP) customers by utilizing secondary language skills, authorized language interpretation services and/or technology. Office is a fast-paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions.
Ability to communicate orally and in writing using active listening, empathy, and attention to detail.

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.

Federal and State laws, rules, regulations, and policies regarding Oregon Unemployment Insurance, Wagner-Peyser Employment Services, WIOA Title I Youth, Dislocated Worker and Adult programs, Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Reemployment Services

and Eligibility Assessment (RESEA), TAA for Workers (TAA) programs, SNAP Training and Employment Programs, and JOBS TANF programs that are delivered through WorkSource Oregon Centers

Employment Department Workforce Operations staff are expected to be knowledgeable about federal and state workforce programs, rules, and regulations, and must have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. One example of regulations all staff should be knowledgeable about: the federal Workforce Innovation & Opportunity Act Methods of Administration for Equal Opportunity and Non-discrimination

- U.S. Department of Labor - Final Rules, laws, regulations and Training and Employment Guidance Letters (TEGLs) and Training and Employment Notice (TENs)
- Methods of Administration for Equal Opportunity and Non-discrimination
- Oregon Revised Statues and Administrative Rules
- Oregon DAS Policies which includes Acceptable Use Of State Electronic Resources
- Oregon Workforce Talent and Development Board Policies (WTDB)
- Employment Services Manuals, policies, procedures and bulletins
- Unemployment Services Manuals
- Confidentiality Handbook
- WorkSource Oregon Operational Standards
- Collective Bargaining Agreement
- Standard Subject Filing Listing; Supply/Equipment Catalogs; Rough Draft Manual; Field Office Policy; Cinphony Telephone Manuals

b. How are these guidelines used?

Business and Employment Specialists will refer to the above resources to interpret and explain processes; ensure that Department of Labor criteria are met; and fulfill agency policies. Communicate accurately the program rules and solve disputes with job seekers, employers, staff, and partner agencies

These guidelines are used daily to ensure proper implementation of Wagner – Peyser employment services; to provide job seekers and employers the services they need; to maintain agency compliance with laws and regulations.

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 curser at end of a row (outside table) and hit "Enter".*			
Job Seekers	In person, e-mail, telephone, TEAMS, Zoom and mail	To explain program criteria, understand customers work search efforts and gain further information, answer questions and provide job information	Continually throughout the day
Businesses	In person, e-mail, telephone, TEAMS, Zoom and mail	To write job listings, follow-up on open positions, exchange information	Continually throughout the day
UI Claimants	In person, e-mail, telephone, TEAMS, Zoom and mail	To explain eligibility and program requirements, rights and responsibilities, gain further information and answer questions	Continually throughout the day
Central Office	In person, e-mail, telephone, TEAMS, Zoom and mail	To get clarification of program requirements or request technical assistance.	Periodically as needed

Supervisors	In person, e-mail, telephone, TEAMS, Zoom and mail	To get advice or guidance on particular questions, to clarify instructions.	Daily
State Agencies	In person, e-mail, telephone, and mail. Virtual	To submit required reports, to get clarification of program requirements, to refer problems.	Quarterly or more frequently as needed.
American Job Center network of partners which includes Wagner-Peyser Employment Services, WIOA Title I Youth, Dislocated Worker and Adult programs, Oregon Department of Human Services, Employment and Training SNAP (ABAWD and STEP) programs, Vocational Rehabilitation, Job Corp, Title II/Financial Aid and Remedial Training, Services for Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Commission for the Blind Employment Services, Reemployment Services and Eligibility Assessment (RESEA), Justice Involved Re-Entry services, and Easter Seals	In person, e-mail, telephone, TEAMS, Zoom and mail	To arrange for needed services and coordinate ongoing services	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position responds daily to job seeker and employer needs and situations that require independent decisions based on appropriate and accurate interpretations of federal/state laws, rules, and regulations, state-level guidance and local level procedures while providing the flexibility to meet job seekers and employer's needs. The decisions are based on interpretation of rules and analyzing gathered facts

Both job seekers and employers may be served concurrently by multiple programs within the WorkSource center, and the Business and Employment Specialists decisions regarding common customers may include collaboration and problem solving with additional WorkSource staff

Business and Employment Specialists decisions can directly affect the job seeker and employer services received by Wagner-Peyser employment services and services provided by the WorkSource center network of partners

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
		Reviews work in progress.	Regularly Also conducts annual performance appraisal to discuss with employee how well performance standards and goals have been met during the past year.	To ensure completeness, accuracy, and adherence to department policy and procedures and federal and State laws, rules, and regulations.

Note: *If additional rows of the below table are needed, place curser 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?

- ☐ 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:

a. Knowledge of the Wagner-Peyser Employment Services program policies, laws, regulations, and guidance and WorkSource center services and the American Job Center network of partners which includes, Unemployment Insurance, WIOA Title I Youth, Dislocated Worker and Adult programs, Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Reemployment Services and Eligibility Assessment (RESEA), TAA for Workers (TAA) programs, SNAP Training and Employment Programs, and JOBS TANF programs that are delivered through WorkSource Oregon Centers

b. Knowledge of the cultural diversity dynamics that exist within the service delivery area and the skill and ability to build partnerships with multiple agencies and organizations which make up WorkSource centers including relationship building and unifying purpose and effort within different organizational cultures

c. Ability to quickly establish and maintain cooperative relationships with job seekers, employers, partners, and co-workers using growth mindset, active listening, empathy, and attention to detail

d. Ability to guide job seekers and employers using a growth mindset, active listening, empathy, and attention to detail in navigating career challenges and achieving training and employment goals, highlighting the importance of resilience, continuous learning, and viewing setbacks not as failures but as opportunities to learn and grow

e. Ability to maintain objectivity when dealing with job seekers, employers and partner programs. This includes the ability to de-escalate situations with customers who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance

f. This position may require travel, including to multiple WorkSource center offices throughout the state. Employee is required to possess and maintain a valid driver's license with an acceptable driving record to check out a State vehicle. If not, they must be able to provide an alternate method of transportation

g. This position requires successfully passing a criminal record 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:

Operating Area	Biennial Amount ($00000.00)	Fund Type

Note: *If additional rows of the below table are needed, place curser 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