



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
7/1/2023

This position is:

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

Agency: OED

Facility: Central Office, Salem

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Compliance Specialist 1
b. Classification No: C5246
c. Effective Date: 2/02/2022
d. Position No:
e. Working Title: BPC Specialist
f. Agency No: 47100
g. Section Title: Benefit Payment Control
h. Budget Auth No:
i. Employee Name:
j. Repr. Code: OA
k. Work Location (City - County): Salem - Marion (hybrid/remote)
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 Professional Administrative
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's mission is to Support Business and Promote Employment. We accomplish this by 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 (Workforce and Economic Research); administering the Paid Leave Oregon program; and adjudicating citizen and business disputes with agencies (Office of Administrative Hearings).

The department employs approximately 1300 employees in field offices located throughout the State with the central office in Salem.

The UI Benefits section is responsible for the UI Contact Center which provides telephone and online unemployment claims services for Oregonians who are temporarily unemployed through no fault of their own and adjudicates issues to determine who is eligible for UI benefits. This section also operates several special benefit programs; a benefit payment control unit focused on preventing and detecting UI benefit overpayments;

handles UI records and deals with benefit adjustments and employer chargeability issues. Each person within the UI system protects the integrity of the UI program.

The Oregon Employment Department strives to create an inclusive environment that welcomes and values diversity of the people we serve. The Department fosters fairness, equity, and inclusion to create a workplace environment where everyone is treated with respect and dignity.

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 purpose of this position is to provide assistance to the Benefit Payment Control (BPC) units; Investigations Unit, Overpayment Unit and Special Investigations Unit. This position reviews, evaluates and clarifies information received from a variety of sources about unemployment insurance claims and makes a determination of an overpayment of benefits. They process overpayment information and examine claims to make non-fraud overpayment determinations. This position also provides information to claimants, field offices, central office staff and other agencies. This position acts as a UI Claims resource for other UI Division sections, by processing unemployment insurance claims submitted through the online claims system.

This is a technical position which requires: extensive knowledge of complex Federal and State laws pertaining to unemployment insurance; skills in identifying issues; gathering, evaluating, interpreting and presenting facts in relationship to the law, and writing decisions which may be used as evidence in formal administrative hearings. The person in this position must maintain an image that properly represents the Department in all contact with the public.

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”.

25%	R	E	<p><u>Primary Phone Support</u> Receives high volume of calls from a diverse population of employers and claimants concerning fraud and overpayment issues. Advises claimants of potential eligibility problems or issues related to their claim.</p> <p>Acts as a resource to assist customers with questions related to communications received from BPC. Advises callers of options and next steps such as appeals, repayment, and/or requesting waiver of overpayment.</p> <p>Does preliminary fact-finding to determine if claimant agrees or disagrees with potential overpayment. Documents information and creates files for claims with issues and routes to investigators for further investigation and decision making.</p> <p>Answer technical questions regarding the status of unemployment claims, wage record discrepancies, claims procedures, or problems identified that prevent claims processing. Explains nonmonetary,</p>
-----	---	---	---

			<p>overpayment and misrepresentation decisions including the impact of the decision on the benefit payments to claimants.</p> <p>Provides information to the public regarding the UI program while maintaining confidentiality requirements and professionalism.</p> <p>Uses third party interpreter services to communicate with customers needing language assistance.</p> <p>Routes calls to appropriate area or person as needed.</p>
25%	R	E	<p><u>Overpayment Support</u> Reviews requests for waiver of recovery of an overpayment to determine cause of overpayment and debtors financial hardship. Issues decision to allow or deny waiver request based on federal and/or state guidelines. Analyzes overpayment status to determine blanket waiver eligibility.</p> <p>Examines decisions, audit lists and overpayment memorandums from the various UI staff and managers, Administrative Law Judges, Employment Appeals Board and Oregon Court of Appeals to determine if an overpayment exists.</p> <p>Calculates the proper overpayment or underpayment amounts, taking into consideration various federal and state benefit programs and applicable laws. Issues overpayment decisions by applying ORS/OAR laws and rules to compliance situations. Refers to and uses UI law, DOL guidance, OED policies and procedures.</p> <p>Modifies computer records, including the overpayment record, collection record and disqualification segment, to prevent premature collection or improper payments.</p>
25%	R	E	<p><u>Investigations Support</u> Reviews BPC1s and calendar letters for the purpose of detecting a variety of issues which may affect eligibility for unemployment insurance.</p> <p>Prorates employer wage information as needed. Makes contact with employers or Third Party Administrator (TPA) by phone, email or fax as needed.</p> <p>Enters information into the Oregon Fraud Auditing System (OFAS).</p> <p>Detects potential fraudulent activity and eligibility issues on a claim and refers the claim to a fraud investigator with documentation for further action.</p> <p>Reviews internal and external fraud referrals to determine if there is a valid allegation of UI fraud.</p> <p>Creates a case by entering data into OFAS, gathers all necessary information and documentation and refers the issue to an investigator for further action.</p>

			Updates OFAS case information as needed.
10%	NC	NE	<u>Hearings</u> Acts as the authorized representative and expert witness for the Director in Administrative Hearings by preparing and presenting disputed cases. Prepares all evidentiary documentation to be submitted as exhibits in the hearing and forwards to all parties for examination before the hearing.
15%	R	E	<u>Miscellaneous Support</u> Obtains and clarifies additional information from telephone interviews, written communications and imaging documents to assist customers involved in investigations. Reviews questionnaires returned by claimants. Enters claims information and documentation into computerized database for all types of initial, additional and continued claims. Analyzes information to determine when to make computer changes to allow or suspend benefit payments to claimants. Perform other duties as assigned, including assisting other unit or section staff with workload or other special assignments as directed by manager. This also includes assisting other unit employees with questions they have regarding BPC processes. Assists unit management with the identification of needed changes, design and implementation of new unit procedures. Provide technical assistance to claimants and other OED staff. Has regular contact by telephone, in person, letters and electronic mail with staff members and the public to gather and share information, clarify policy and determine compliance regarding benefit overpayment decisions. Maintains confidentiality requirements while giving information to the public.
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.

Mostly normal office operations. Some evening and/or weekend work may be required. Must handle telephone calls from irate and verbally abusive people. Some in-person contacts occur with irate or potentially dangerous individuals. Must have knowledge of other state agencies in order to properly direct callers who contact this agency in error. Must maintain objectivity even though claimants or employers are emotional, angry or hostile. Constant use of telephone and computer system to process work. Must be able to work in an open office environment which includes close proximity to co-workers and fluctuating noise levels. Must be able to perform all aspects of the job under periods of high workload, with continued focus on meeting state and federal quality and timeliness requirements while providing outstanding customer service to the public. Must be able to continuously integrate new and complex technical information into daily work. Must communicate effectively, both verbally and in writing.

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 and Oregon Administrative Rules pertaining to Unemployment Insurance, employer fraud and theft, Benefit Manual, BPC Support SOPs and desk manual, 18 U.S.C., Social Security Act, Department Administrative Bulletins/Guidelines and Federal laws/regulations pertaining to Unemployment Insurance benefits, Confidentiality Handbook

b. How are these guidelines used?

Knowledge of Employment Department laws, rules, and policies are used to explain the legality of decisions and the appeal options available to appropriate parties. These guidelines are used to determine, process and maintain overpayments in a timely manner without violating claimant rights. These guidelines are also used to determine proper amounts and type of overpayments and to issue legally correct administrative decisions. The Confidentiality Handbook is used to determine proper release of confidential information. Desk manual provides instructions on procedures to be followed in all job duties.

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?
OED Staff	In person, virtually, phone, email, fax, mail, or MS Teams	Obtain information, answer questions	Daily
Office of Administrative Hearings	Phone, email, fax, or mail	Obtain information, answer questions, provide information, participate in hearings	Weekly
Claimants	In-person, phone, email, fax, or mail	Obtain evidence and statements; explain benefit rights, case circumstances, Unemployment Insurance program.	Daily
Employers	In-person, phone, email, fax, or mail	Obtain evidence and statements	Daily
Attorneys and other claimant or employer representatives	In-person, phone, email, fax, or mail	Explanation of benefit rights, case circumstances, Unemployment Insurance program	As Needed
Other BPC staff	In person, virtually, phone, email, fax, mail or MS Teams	Provide technical assistance, obtain information	Daily

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.

Decides methods and prioritization of completing or delegation of assignments, affects effectiveness and timely completion of assignments. Improper release of confidential information from unemployment insurance records would result in liability to the Department. Routing of phone calls and visitors could adversely affect workload of agency units. Handling of calls not correctly directed to Employment Department affects image and public relations of agency and state government. Incorrectly screening incoming responses to letters could adversely affect either the UI Trust Fund or claimants' eligibility for benefits.

Determines proper actions for decisions depending upon the appeal status of an administrative decision. Determines proper application of laws and rules in issuing overpayment and waiver decisions. Determines amount overpaid/underpaid by claimants, and applicable type of repayment. Determines the proper codes needed to maintain the pending overpayment system and offsetting of overpayments. Determines which documents are necessary to send to the hearings unit to properly represent the agency. Determines when refunds are appropriate.

The decisions made by this position directly affect claimants and employers financially and affect the solvency of the unemployment trust fund. Agency has legal liability for correct decisions to be issued; decisions made are subject to state and federal audit. This position is responsible for claimants' payments being allocated properly.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance and Regulatory Supervisor 2 or Employment Services Supervisor 1		Review of completed work and co-worker interactions	Daily, monthly, quarterly and annually	Assess 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 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? N/A
 How many employees are supervised through a subordinate supervisor? N/A

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 |

Disciplines and rewards

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 job involves applying unemployment insurance law and policy and having a thorough understanding of law and agency mandate. The individual, as an agency representative, must project a professional image of impartiality and fairness to agency customers. To perform in this position they must have the ability to work independently as well as on a team. Compliance Specialists need the ability to review accounting records, to interpret policies, regulations and laws, to adjudicate claims, and the ability to draw logically sound conclusions based on the facts. They must be self-motivated and have the ability to prioritize. Good communication skills, both verbal and written, critical thinking skills and time management skills are extremely important.

Compliance Specialists need to research and maintain current knowledge of relevant issues, laws, rules, precedent and policies as necessary to identify issues, investigate and prepare decisions.

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 above, employees are expected to contribute to maintaining a positive and professional work environment, work cohesively as members of a team, and provide outstanding customer service to the public. Must maintain a professional attitude and inclusive work environment free of harassment and other forms of discrimination. Consistently treats customers, stakeholders/partners and co-workers with dignity and respect.

The following requirements must be maintained while working remotely:

- Performance expectations for remote work are the same as if you were working in the office.
- Communication with customers, management, and co-workers should not be negatively affected because of remote work.
- All workplace standards, expectations, and policies still apply while working at the alternate worksite including attendance, professional workplace, and flex time/leave request/call-out procedures/overtime request.
- Customers will not visit your home and documents will not be mailed to customers from your home.
- Microsoft Teams application is activated throughout the work day and must show appropriate status for real-time communication (virtual and video meetings, screens are shared as needed, instant messaging, etc.).
- Checking your work voice mail at least three times throughout each day and returning all calls within two business days.
- Temporary Interruption of Employment policy and guide will be followed.

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:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

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