



STATE OF OREGON  
POSITION DESCRIPTION

Position Revised Date:  
4/4/2023

Agency: Employment Department

Facility: Various

☒ 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>Investigator 2</u>	b. Classification No: <u>5232</u>
c. Effective Date: _____	d. Position No: _____
e. Working Title: <u>Benefits Eligibility Investigator</u>	f. Agency No: <u>47100</u>
g. Section Title: <u>Paid Leave Oregon</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: <u>OAH</u>
k. Work Location (City – County): <u>Various - Hybrid</u>	
l. Supervisor Name: <u>Aaron Medonich</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.

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.

Paid Leave Oregon provides employees compensated time off from work to care for and bond with a child during the first year after 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 sexual assault, domestic violence, stalking or harassment.

- 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 investigate individual cases of suspected fraud within Paid Leave Oregon. Investigators will initiate and apply administrative actions where facts require such actions. Individuals in this position will write misrepresentation and overpayment decisions and advise Paid Leave Oregon staff and managers on practices and procedures to detect and prevent fraud. Investigators will assist with coordinating activities that include investigating and resolving fraudulent activities detected within the Paid Leave program. This includes coordinating with staff and managers in other programs or jurisdictions as determined necessary by the Investigator and the supervisor. This position represents Paid Leave Oregon while in contact with the public, and is expected to remain professional at all times.

### 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
<b>Note:</b> If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
30%	N/C	E	<p>Gathers and maintains physical and documentary evidence. Conducts investigation according to the rules of evidence. Legally obtains, verifies, interprets, and analyzes any documentation such as payroll, personnel records, other business or public records as are required to prove or disprove the issue under investigation. Prepares and serves subpoenas for additional evidence.</p> <p>Determines potential violations of statutes affecting other agencies and gives referrals to any agency affected by such violation. Analyzes and refers inquiries to the Contributions and Recovery unit regarding employers paying employees cash and failing to report this on quarterly tax reports.</p> <p>Conducts investigation to determine the status of fraud tips, incarceration, deceased individuals, and use of other benefits or benefit programs.</p>

30%	N/C	E	<p>Reviews and determines issues relevant to a fraudulent or criminal action made against Paid Leave Oregon and determines when the evidence is sufficient to conclude the case. Decides denial of benefits, existence and calculation of overpayments, and assessment of administrative penalties by applying appropriate laws, rules and policies.</p> <p>Identifies, reports, and sends related information outside the scope of Paid Leave Oregon to the appropriate authorized party. Prepares and issues the appropriate administrative decision to the parties, outlining the facts of the case and the decision reached. Regularly applies statutes covering areas outside of Paid Leave to complete an investigation and make a decision.</p>
15%	N/C	E	<p>Answers questions and gives instructions to individuals either in person, by phone, or by letter regarding the status of their claim, wage record issues, claims procedures, or any issues that stop claim processing. Reviews individual's eligibility and payment status. Takes necessary action to ensure that claimants are paid on time or payments are suspended waiting further action or investigation. Maintains, retrieves, updates, changes, or enters information in department issued system used to process claims.</p>
10%	N/C	E	<p>Prepares and presents disputed cases in administrative hearings as the authorized representative and expert witness for the director of the Oregon Employment Department. Prepares and submits all documents used to present the facts in a case for a hearing and sends this information to all parties to examine before the hearing.</p>
10%	N/C	E	<p>Receives supporting information and referrals related to investigations. Reviews reports, requests for investigations, complaints or other allegations, and evaluates the specific issues and applicable statutes. Develops a plan to investigate suspected fraud and identifies any information needed to complete the investigation. Verifies reported information from employers or other sources about potential fraud.</p>
5%	N	NE	<p>Complete special projects or other duties as assigned or requested by managers.</p>
Ongoing			<p>Expectation of all Paid Leave Oregon employees: Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity-related efforts in order to diversify the workplace and promote equitable outcomes. Provide prompt customer service. Create and maintain productive working relationships by treating colleagues and the public with a trauma-informed and person-centered approach. Fully participate in work teams, division, and department projects. Collaborate with co-workers to improve work processes. Strengthen interpersonal skills. Provide and receive feedback and suggestions in an open and constructive manner. Consistently report to work, and on time.</p>
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.**

Duties are performed in hybrid (office/remote) work location based on the business need. It is expected that when working remotely, the person will demonstrate access to broadband internet connection that meets or exceeds the minimum acceptable requirements. OED IT Services will provide the necessary hardware to employees. It is also expected that the person will have a private workspace to ensure confidentiality. The office space is set up with cubicles and audible distractions. May require long periods of sitting, standing, and using a keyboard for word processing. Business needs require continual use of telephone and computer system to process work and the person in this position must be adaptable to technological changes and updates in computer technology to process work. These working conditions are experienced daily.

Should approach difficult conversations with customers with a trauma-informed, person-centered approach, even though customers are frequently 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. Must 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.**

- Paid Leave Oregon Operational Standards;
- Oregon Revised Statutes;
- Oregon Administrative Rules;
- Department of Administrative Services statewide policies, protocols, and procedures;
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines, and strategic plans including the OED Strategic Plan, OED style guide, and Confidentiality Handbook;
- Agency Affirmative Action Plan and the State of Oregon Diversity, Equity, and Inclusion Action Plan;
- Collective bargaining agreements; and
- Best practices for equitable outcomes.

**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. The guidelines are used to ensure investigations are conducted in a complete manner, that due process for all parties involved is ensured, and that findings of misrepresentation to obtain benefits are supported by applicable statutes.

## 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?
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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".

OED executives, managers, and employees	Phone, in person, in writing, via online platforms	In person meetings, schedule meetings, share information, transmit instructions, complete and review assignments, obtain information.	Daily
Other state and federal agency representatives	Phone, in person, in writing, via online platforms	In person meetings, share information, transmit instructions, complete and review assignments, obtain information.	Daily
General Public (individuals and employers)	Phone, in person, in writing, via online platforms	Obtain evidence and statements; explain benefit rights, case circumstances, and the Paid Leave Oregon program.	Daily
Local law enforcement	Phone, in person, in writing, via online platforms	Check status of warrant service; custody information; tracks and locates a defendant for service of an outstanding warrant or notification of court appearance.	As needed
Attorneys and other individual or employer representatives	Phone, in person, in writing, via online platforms	Explanation of benefit rights, case circumstances, and Paid Leave Oregon program.	As needed
Office of Administrative Hearings	Phone, in person, in writing, via online platforms	Resolution of issues relating to the administrative hearings process	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Investigators are responsible for making independent decisions from the initial referral to closing the case. They decide if an investigation is reasonable, and if so, plan how to proceed and conduct the investigation. They contact witnesses, obtain documentation according to the rules of evidence, obtain statements, and determine when there is enough information and documentation to make a decision on the case. This is different than determining benefit eligibility since the Investigator must decide what evidence is needed, how best to obtain it, and when there is enough evidence to establish proof.

The Investigator issues a decision based on the relevant administrative statutes and rules. Investigators are responsible for assessing overpayments and penalties. Although there are guidelines to assess penalties, the Investigator has the ability and authority to adjust penalties according to the circumstances of the case.

Investigators have the sole responsibility to determine the scope of an investigation and to reach a final decision based on evidence discovered during the investigation. Investigators make decisions if enough evidence exists to show willful misrepresentation to obtain benefits. This decision can effectively close a case without further action, or the Investigator can decide to pursue administrative complaints against persons under investigation.

The Investigator's actions and decisions can ultimately impact the integrity of the Paid Leave Oregon Trust Fund.

## 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".

Paid Leave Oregon Investigations Supervisor		In person, conference, phone, writing, via online platforms	As needed	Ongoing awareness of performance through results with constant feedback. To maintain quality performance and ensure there is an understanding and proper performance of duties.
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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:

The person in this position must be able to demonstrate the following skills and qualifications:

- Demonstrates commitment to advancing equitable outcomes with valuing diversity and promoting inclusion.
- Intermediate experience with Microsoft office, including Excel, Word, Outlook, and databases.
- Experience analyzing laws, rules, policies, and guidelines to issue decisions or determine program eligibility based on facts. Ability to interpret and explain program requirements that is customer-focused.
- Strong analytical skills; ability to gather, analyze, and use information to make decisions.

- Ability to responsibly manage time, actively promote a culture in which resources are effectively used, and implement practices and strategies with accountability standards that support agency mission and goals.
- Experience providing excellent customer care for both internal and external customers.
- Continuously demonstrates initiative and ability to use independent judgement.
- Attention to detail and time management skills for processing large amounts of work.
- Able to consider and appreciate many perspectives, backgrounds, and values; commitment to ensure these differences are included and involved throughout the organization.
- Previous experience with investigations, fraud, or benefit payment monitoring preferred.

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

This position works collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information, and contribute to the team's success. The position also requires excellent customer service skills for both internal and external customers and the ability to demonstrate initiative and independent judgment on an ongoing basis. Regular and consistent attendance is an essential function of this position. Ability to use sound judgment and reasoning while maintaining objectivity and professionalism with senior managers, colleagues, and team members.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

## 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