



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
December 19, 2025

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: Employment Department

Facility:

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title:	<u>Business & Employment Specialist 2</u>	b. Classification No:	<u>C6699</u>
c. Working Title:	<u>Local Veterans' Employment Representative</u>	d. PPDB No/WD ID:	
e. Section Title:	<u>Workforce Operations</u>	f. Agency No:	<u>47100</u>
g. Employee Name:		h. Budget Auth No:	
i. Supervisor Name:		j. Repr. Code:	<u>OAH</u>
k. Work Location (City – County):			
l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share			
m. FLSA: ☐ Exempt ☒ Non-Exempt	If Exempt: ☐ Executive/Supervisory ☐ Administrative ☐ Professional ☐ Computer		n. 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.

This position exists within the Workforce Operations Division of the Employment Department. Workforce Operations staff provide guidance and support to WorkSource Oregon Centers as well as oversee federal programs. Workforce Operations has functional authority over and responsibility for Title III (Wagner-Peyser Act) of the Workforce Innovation and Opportunity Act (WIOA). Workforce Operations staff focus on building relationships, coordinating efforts, and aligning service delivery with other workforce partners in an effort to assist businesses to recruit the best qualified applicants and provide resources to job seekers in support of their employment needs.

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 Local Veterans' Employment Representative (LVER) serves as an active member of the "Business Services Team" within the state's employment service delivery system (WorkSource Oregon). LVERs advocate for all veterans and the additional populations identified by U.S. Department of Labor – Veterans' Employment and Training Services (DOL-VETS) with business, industry, and other community-based organizations by participating in appropriate activities. These activities include, but are not limited to:

- Planning, conducting, and participating in job and career fairs.
- Conducting employer outreach, including facility tours or interviews with current employees to familiarize themselves with job responsibilities or qualifications.
- Assisting with job placement and job development for veterans, eligible persons, and other Disabled Veterans' Outreach Program (DVOP)-eligible populations enrolled in workforce development programs.
- Facilitating job search workshops/groups, on behalf of/in conjunction with employers, provided that DVOP and/or other WorkSource staff are available to deliver any direct services needed.
- Working with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training for veterans.

A LVER plays an important role in developing the veteran service delivery strategies in the state workforce system, educating WorkSource Oregon staff about current veterans' employment initiatives and programs, and providing regular updates on veteran services and programs.

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
45%			OUTREACH TO EMPLOYER COMMUNITY
		E	Work with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training for veterans and the additional populations identified by DOL-VETS.

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

		E	Develop and implement LVER outreach strategy to business, industry, and other community-based organizations by participating in appropriate employer service activities.
		E	Attend business organizations workshops, events, seminars, or conferences, to network with executives, recruitment managers, and others, to increase employment opportunities for veterans and encourage the hiring of veterans and the additional populations identified by DOL-VETS.
		E	Conduct employer outreach contacts, including facility tours, site visits, or interview with current employees to become familiar with occupations, job responsibilities, or qualifications.
		E	Coordinate and participate with other business outreach efforts, including the efforts of WIOA Business Services and Local Workforce Development Board representatives.
		E	Research, develop, and initiate business events to promote hiring of veterans, assist businesses with veteran recruitment strategies, connecting veterans with apprenticeships programs.
		E	Promote initiatives and programs such as the DoD SkillBridge program, Work Opportunity Tax Credit program, and the U.S. DOL HIRE Vets Medallion Program. Assist local area employers in applying for the award when appropriate.
		E	Coordinate and collaborate with business services to establish employer outreach plans and strategies that include LVER integration at a local and regional level for federal compliance.
		E	Coordinate with U.S. Department of Labor's Regional Veterans' Employment Coordinators to engage with local, regional, and national employers and connect them with federal, state, and local resources to facilitate veterans' employment.
		E	Develop and leverage partnerships with government, non-government, and industry stakeholders in the veteran employment space to include training providers and industry associations.
		E	Coordinate with U.S. Department of Labor's Office of Federal Contract Compliance Programs to conduct outreach to federal contractors for technical veteran recruitment assistance and/or compliance assistance.
		E	Provide customized labor market information to business customers.
20%			JOB PLACEMENT SERVICES
		E	Accept and review WorkSource Oregon staff referrals for LVER job placement services to determine if job seeker referral is eligible for LVER job placement services and work ready.

		E	Collaborate with WorkSource Oregon case managers to understand the employment goal of veterans and additional populations identified by DOL-VETS seeking LVER job placement services.
		E	Contact potential employers to identify or develop job opportunities for specific veterans and additional populations identified by DOL-VETS.
		E	Arrange employer interviews for veterans and additional populations identified by DOL-VETS.
		E	Maintain records of all LVER job development employer contacts, activities, and outcomes.
		E	Assist employers in identifying workforce resources related to job development or placement funding such as WorkSource Oregon programs, U.S. Department of Veterans Affairs employer programs, Department of Defense SkillBridge program, and other veteran employment benefits.
		E	Coordinate and collaborate with Business services to maximize business contacts for job development and placement services.
		E	Coordinate with federal hiring managers seeking to use special hiring authorities to fill vacancies with the referral of eligible veterans. Develop, implement and maintain standard referral practices with DVOPS, Business Services, and other state and federal partners.
20%			FACILITATE VETERAN SERVICE DELIVERY and SPECIAL EVENTS
		E	Collaborate with WorkSource Oregon programs, partners, and community-based organizations to leverage resources and build capacity to serve the needs of the veterans.
		E	Facilitate employment, training and placement services for veterans by ensuring easier access to the appropriate employment and training services for veterans within the state employment delivery system.
		E	Meet regularly with WorkSource Oregon programs and partners to determine how and what services they provide; provide recommendations to the veterans' services team and partners to improve services to veterans and to minimize duplication of effort.
		E	Research, draft, develop, and implement targeted educational training session for WorkSource Oregon staff to ensure easier access to the appropriate employment and training services for job-seeking veterans and the additional populations identified by DOL-VETS.
		E	Collaborate and consult with Workforce Operations Training Team to develop learning objectives and outcomes, curriculum, and delivery methods (classroom setting, tele-conference, webinars, and one-on-one sessions) for adult learners to align with agency practices and meet state and federal compliance.

		E	Research, draft, develop, and facilitate presentations for businesses to provide information on state and federal initiatives and employment programs such as On-the-Job Training (OJT) Program, Work Opportunity Tax Credit, U.S. Department of Veterans Affairs Readiness and Employment program, U.S. Department of Defense Skillbridge program, and U.S. Department of Labor HIRE Vets Medallion Program.
		E	Research, draft, develop, and facilitate job search workshops/groups, on behalf of/in conjunction with employers, provided that DVOP and/or other WorkSource Oregon staff are available to deliver any needed direct services.
		E	Inform and educate Federal Contractors of the process to recruit qualified veterans to meet federal law and policy for federal compliance.
		E	Research, plan, and conduct special hiring events for job-seeking veterans and the additional populations identified by DOL-VETS to expedite job placements; Participate in general job and career fairs to network with businesses and explain the benefits of employment services and incentives as well as the advantage of hiring veterans and additional populations identified by DOL-VETS.
		E	Promote veteran employment programs or special events to the public using radio, television, social media, or newspaper interviews to increase awareness and participation by veterans and/or businesses.
10%			ADMINISTRATIVE
		E	Initiates and writes Manager's Report on Services to Veterans for compliance with federal reporting standards by synthesizing state and federal program data to identify compliance with federal law and regulations with respect to special services and priorities for eligible veterans and eligible persons.
		E	Research and writes federal contractor compliance narrative by synthesizing state and third-party job listing data for U.S. Department of Labor, Office of Federal Contract Compliance Programs (OFCCP) evaluations.
		E	Review, interpret, and analyze state and federal laws or policies to determine impact on veterans' service delivery strategies in the state workforce system; informs management of impact and provides recommendations to veterans' service delivery strategies for compliance.
		E	Initiates, reviews, and analyzes WorkSource Oregon Center's compliance with USDOL-VETS Audits standards with management approval; inform management of results, develop and recommend improvements, solutions, and technical enhancements strategies to information management system or workforce programs to facilitate employment, training, and placement services furnished veterans.
		E	Collaborate with and provide technical assistance to the Workforce Operations Training Team on veteran services topics and related programs for consistency and accuracy of training provided to staff.

		E	Communicate with management team, supervisor, on activities, deadlines, problems, and solutions through reports, discussions, and meetings for federal compliance and LVER roles and responsibilities.
		E	Maintain up-to-date knowledge of available local, state, and federal business incentives to effectively promote, speak on, and explain them to businesses, apprenticeships/trade organizations, WorkSource Oregon staff, and community partners to facilitate veterans' employment.
5%			TRAVEL
		E	Plan, coordinate, and schedule routine and unplanned regional/statewide travel to field offices, Workforce Board Meetings, Apprenticeship Meetings, networking events, and other position required events or visits across Oregon.

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.

This position involves frequent contact with executives, recruitment managers, and staff, both internal and external to the department. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be always maintained. Requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of many tasks. There can be frequent interruptions, demanding timeframes, and non-traditional working hours.

This position combines an office environment with extensive outreach activities. Frequent use of common office technology, including printer, copy machines, fax machines, shredder, and extensive use of the telephone (mobile), computer terminal, software, and video conference equipment. Incumbent is expected to lift boxes of hand-outs, information packets, computers and other items that can weigh up to 40 pounds. Required to transport, set-up and tear-down displays and/or other equipment at trade shows, training sessions and other locations. Position may require prolonged sitting or standing while working.

The work is performed in a variety of rural and urban environments (office, hotels, warehouse, factories, farms, construction sites, restaurants, garages, laboratories, etc.) and may incur exposure to unpleasant surroundings. Walking to various areas in office or on business sites to review information with other staff or business representatives.

Work generally occurs between 8:00am – 5:00pm, Monday – Friday.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for hybrid-remote work, upon agency approval.

This position is suitable for hybrid-remote work options, per manager's approval.

There may be times that a position or an individual must be located on-site full-time, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations or resource availability.

To be eligible for hybrid-remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working hybrid-remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

Working in a team-oriented environment requires collaboration, partnership, and participatory decision-making among staff and management. This includes maintaining regular attendance, performing all duties in a safe manner, and complying with all policies and procedures.

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 about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about Federal and State workforce programs, rules and regulations, and 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 Investment Act Methods of Administration for Equal Opportunity and Non-discrimination.

- 38 United States Code (U.S.C.) Chapter 41 and 42
- Public Law 107-288 Jobs for Veterans Act
- U.S. Congress Annual Appropriations Act
- 20 CFR Part 1010 "Priority of Service for Covered Persons; Final Rule"
- U.S. Department of Labor - Veterans Program Letters, and other ETA Letters/Notices
- Oregon Revised Statutes and Administrative Rules
- Oregon Confidentiality Handbook
- WorkSource Oregon Operational Standards
- WorkSource Employment Services Manuals
- National Veterans Training Institute
- Jobs for Veterans' State Grant Coordinator and Local Office Manager guidance

b. How are these guidelines used?

The guidelines will be used by the employee to perform the functions of the Local Veterans' Employment Representative (LVER) position. Guidelines will be used to inform and guide projects and analysis work. Projects and analysis may result in developing revisions to improve veteran service delivery strategies in the state workforce system. They use the guidelines to answer questions and solve problems. Since many problems are unusual, the available guidelines must be adapted to the circumstances for each situation.

This position has considerable latitude and ability to use independent judgment on the actual work methods used to accomplish LVER roles and responsibilities and to comply with Federal, State and Agency guidelines.

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 cursor at end of a row (outside table) and hit "Enter".			
Businesses	In person, telephone, e-mail, video conference, and mail	Inform employers, employer associations, and business groups of the advantages of hiring veterans, and related programs.	Continually throughout the week, or more frequently as needed.
Central Office	In person, telephone, e-mail, and video conference	To get clarification of program requirements or request program technical assistance or approval.	Sometimes, as needed
Community Partners	In person, telephone, e-mail, and video conference	To arrange for needed business services.	Monthly, or more frequently as needed.
Federal Agencies	In person, telephone, e-mail, and video conference	To get clarification on federal program guidance, submit federal reports, coordinate employer supportive service delivery strategies.	Quarterly, or more frequently as needed.
Job Seekers	In person, telephone, e-mail, and video conference	Job placement or job development for veterans, eligible persons, and other DVOP-eligible populations enrolled in workforce development programs. Facilitate job search workshops in conjunction with employers.	Sometimes, as needed.
State Agencies	In person, telephone, e-mail, and video conference	To get clarification on program requirements, access, and how to refer businesses. Collaborate on service delivery outreach to businesses. To submit required reports.	Quarterly, or more frequently as needed.
Manager/Supervisor	In person, telephone, e-mail, and video conference	To get advice or guidance on particular questions, to clarify instructions, to answer supervisor questions	Weekly, or more frequently as needed.
WorkSource Oregon Partners	In person, telephone, e-mail, and video conference	To arrange for needed business services and coordinate ongoing business service delivery strategies	Monthly, or more frequently as needed.

SECTION 7. POSITION RELATED DECISION MAKING

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

Programmed Decisions

Routine situations that require a decision based on a predetermined set of rules, established guidelines, or patterns. These decisions will determine the level of customer service and satisfaction with those services that both JVSJ eligible job seekers and employers receive. The customer's experience, based on the LVER's decisions, will influence the customer's future engagement with employment services staff as well as the outcomes associated with program services.

Examples include, but are not limited to:

- Decides method of employer contacts.
- Decides if referred job seeker is LVER eligible and ready for job placement services.
- Decides if referred job seekers (veterans and additional populations identified by DOL-VETS) are work ready prior to LVER job placement services and job development services.
- Decides if an employer contact on behalf of LVER eligible job seeker is needed to gain employment.
- Decides communication methods with WorkSource Oregon Center managers and staff.

Non-programmed Decisions

Nonroutine decisions or high-involvement decisions require greater involvement and thought on the part of the LVER to assist the JVSG eligible customer with obtaining employment. These nonroutine decisions will determine the level of customer service and satisfaction with those services that JVSG eligible job seekers receive. The customer's experience, based on the LVER's nonroutine decisions, will influence the customer's future engagement with employment services staff as well as the outcomes associated with program services.

Examples include, but are not limited to:

- Decide appropriate actions to take when developing solutions, trainings, or events to improve WorkSource Staff service delivery to Veterans and Eligible Spouses.
- Decides what veteran employment topic to facilitate training on and when to collaborate with Workforce Operations Training Team.
- Decides which subject matter experts to collaborate with to ensure successful implementation business outreach and business seminars to promote veteran recruitment.
- Decides travel schedule and making travel arrangements to conduct outreach to business community.
- Decides what content is appropriate for federal reporting, and which data resources to use for reports.

Individual Decisions

Decisions based on personal preference, values, and beliefs that will mainly impact the individual and may not be related to organizational goals.

Examples include, but are not limited to:

- Workstation layout
- Time management
- Communication style
- Participation in voluntary workgroups or empowerment group

Overall Direct effect of these decisions will decrease the length of under- or unemployment for job seekers (veterans and additional populations identified by DOL-VETS) with a positive impact on employers' UI tax rates. Will improve employers' productivity through hiring qualified veteran candidates. Will increase job placement and job development opportunities for job seekers (veterans and additional populations identified by DOL-VETS) through collaborative workforce business services to meet job seekers needs for training into jobs.

Will increase the vitality of Oregon's economy through an integrated workforce and economic development system that is responsive and easy to access for job seekers (veterans and additional populations identified by DOL-VETS) and employers.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".				
Manager/Supervisor		In person, video conference, instant message, telephone, text, and email	Daily, Weekly, Monthly, Annually.	Performance and Accountability Feedback. To ensure Compliance with Jobs for Veterans' State Grant's scope of work. Completeness, accuracy and adherence to agency policy and procedures and federal and state laws, rules, and regulations.
Manager/Supervisor		In person, video conference, and email	Quarterly	Review LVERs Manager's Report on Services to Veterans.

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 | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ 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:

Preference in hiring Local Veterans' Employment Representative (LVER) Staff. Jobs for Veterans' State Grant program legislation requires state agencies to follow a specific preference order when filling LVER position. As required by 38 U.S.C. § 4104(c), state agencies must make every effort to employ:

- 1) First, qualified service-connected disabled veterans, as defined by 38 U.S.C. § 4211(3).
- 2) Second, qualified eligible veterans, as defined by 38 U.S.C. § 4211(4).
- 3) Third, qualified eligible persons, as defined by 38 U.S.C. § 4211(5).

This position requires successfully passing a criminal record check, which may require fingerprint-based records check, as a condition of employment. The circumstances of any criminal activity will be reviewed to determine whether an applicant is accepted for employment.

This position requires travel, including to multiple Employment Department 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. Travel includes:

- Long periods of travel using multi-modes of transportation including operation of a motor vehicle.
- Frequent early morning, evening and occasional weekend and overnight travel throughout the assigned region to meet with business, attend seminars, and support WorkSource Centers.
- Out-of-state travel may be required for federally mandated training and seminars/conferences.

Knowledge and Skills needed at time of hire include:

- Knowledge of and experience in Microsoft products, particularly Word, Outlook, and PowerPoint for report writing, managing work, and public presentations.
- Written communication skills must be at a professional level with attention to grammar, spelling, punctuation, and clarity.
- Organize professional workload to be responsive to several time-sensitive reporting deadlines, and to co-workers, partners, and customer needs.
- Work independently on tasks efficiently with little or no supervision to benefit the team and achieve program outcomes.
- Knowledge in evaluating and making recommendations for improvements to processes.
- Leadership skills to guide and motivate others towards achieving common goals and program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- Communicate professionally and appropriately with business community, partners, and co-workers. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served.
- Comply with confidentiality rules, laws and policies and uphold the public trust relating to program administration and confidentiality.
- Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive team-oriented attitude.
- Professional phone techniques, interpersonal skills, interviewing skills, and excellent customer service skills in every customer contact.

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