



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
10/6/25

Agency: Oregon Employment Department

Facility: Central Office, Salem

☒ 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>Operations & Policy Analyst 2</u>	b. Classification No:	<u>C0871</u>
c. Working Title:	<u>Development Analyst</u>	d. PPDB No/WD ID:	<u>1700006</u>
e. Section Title:	<u>Contributions and Recovery</u>	f. Agency No:	<u>47100</u>
g. Employee Name:			
i. Supervisor Name:	<u>Katryna Coelho</u>	j. Repr. Code:	<u>OAH</u>
k. Work Location (City – County):	<u>Salem, Marion</u>		
l. 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			
m. FLSA:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive/Supervisory <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer
		n. Eligible for Overtime:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.

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

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The primary purpose of this position is to provide support in the implementation and training of Contributions and Recovery systems, policies, processes, and procedures to managers and staff within and outside the division, as well as the public.

This position is responsible for learning the Unemployment Insurance and Paid Leave Oregon systems in order to design, develop, and deliver training through various methods.

This position is required to support the operation and policy work of Contributions and Recovery by providing input that includes conducting necessary research, documentation of the findings and reporting that information to managers and staff.

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”.			
50%	N	E	Technical Support Works in collaboration with Contributions and Recovery business units to maintain, update, analyze, and make recommendations for improving training, standard operating procedures, manuals, Frances Help, and other resources for staff to use in their work. Participates in the process improvement and testing of the Frances and other related technology. Coordinates policy and system technical support with business

			partners across the agency to ensure alignment, consistency, and effectiveness throughout the divisions.
30%	N	E	<p>Technical Training Builds and maintains strong relationships with business units to understand training needs and foster collaboration.</p> <p>Design, develop, and deliver technical training on Unemployment Insurance and Paid Leave Oregon law, policy, procedures, and systems, including Frances.</p> <p>Evaluates training delivery methods (such as in person, virtual, classroom instructor lead, e-learning, 1:1, or small group) to optimize effectiveness and manage costs, while balancing additional business impacts such as travel time or phone coverage.</p> <p>Applies adult learning theories and best practices to create trainings that are inclusive, accessible, and responsive to diverse learning needs.</p> <p>Ensures all trainings and training material follow OED's Accessible Trainings Framework and remain current with all new or revised policies, processes, and procedures.</p>
15%	N	E	<p>Policy & Process Development Supports the business units by providing research and analysis support in the development of policies and standard operating procedures.</p> <p>Reviews and analyzes federal and state regulations, legislative concepts, and public and employee suggestions. Creates position and policy papers, legislative impact statements, and bill analyses to assess the feasibility of proposals that relate to the work of the Contributions and Recovery division.</p>
5%	N	N/E	Other duties as assigned

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Duties are performed in a hybrid setting based on business need (in office/remote). 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 may have audible distractions. Training development may require long periods of sitting, standing, and using a keyboard for word processing or report development.

Travel, including overnight travel, may be expected to train, provide consultation and needs assessment within the region, to deliver and support training in other areas in the state, and to attend statewide meetings in Salem. Infrequent overnight travel may be required.

These working conditions are experienced daily. The person in this position must be able to complete work tasks under these types of conditions and in this type of environment. Work schedules may include specific job assignments that change from day to day, as well as some assignments that are done daily, as needed. Job assignments are provided with verbal instructions. The person in this position may need to ask questions to clarify assignments or create own process for task completion. Flexibility and adaptability are needed as work assignments may change before tasks are completed; interruptions in work tasks occur daily.

The person in this position must be able to balance multiple projects, many with conflicting priorities while working collaboratively or independently to achieve the required outcomes. Strong communication and interpersonal skills are vital, including the ability to build relationships across teams and with people from diverse backgrounds. The position requires cultural awareness, humility, and the ability to adjust communication and training approaches to meet the needs of varied audiences.

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.

- Employment Department values, operating principles, rules, policies, procedures; guidelines, and handbooks;
- Paid Leave Oregon Operational Standards & Priorities;
- Unemployment Insurance Manuals;
- Department of Labor resources including but not limited to Employment and Training Administration Handbooks, and Unemployment Insurance Program Letters (UIPL);
- Code of Federal Regulations Chapter 20;
- Employment Department Affirmative Action and DEI Action Plans;
- Oregon Employment Department Accessible Trainings Framework
- Department of Administrative Services (DAS) rules, policies, and procedures;
- State of Oregon Enterprise values and competencies;
- Oregon Revised Statutes;
- Oregon Administrative Rules;
- State and agency Records Retention Policies and Procedures;
- Best practices for equitable outcomes;
- Association for Training and Development (ATD) Competency Model and Talent Development Body of Knowledge;
- Project management methodologies and guidelines;
- Process improvement methodologies.

b. How are these guidelines used?

The guidelines are used to develop plans, establish priorities, and make recommendations regarding program or practice implementation. Assures compliance with correct rules and procedures in performing work assignments, ensuring project outcomes meet program specifications and performance requirements. The person in this position uses national/state standards and guidelines in developing learning and training, process improvement, performance measurement, organizational development, evaluation, and recommending organizational changes within Contributions and Recovery.

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".			
Managers/Supervisors	In person, phone, in writing, via online platforms	Program reviews, training, projects, provide technical support, and relay information	Daily
OED Staff	In person, phone, in writing, via online platforms	Program reviews, training, projects, provide technical support, and relay information	Daily
Department of Labor	In person, phone, in writing, via online platforms	Review technical guidelines	As needed
Employers and their representatives	In person, phone, in writing, via online platforms	Customer support, relay information, training	As needed
Claimants	In person, phone, in writing, via online platforms	Customer support, relay information, training	As needed
Elected Officials	In person, phone, in writing, via online platforms	Relay information, answer questions	As needed
Other State Agencies	In person, phone, in writing, via online platforms	Collect and relay information, provide training, technical support, answer questions	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position requires a high degree of autonomy and independent decision making. Routinely initiates assignments, engages in problem solving, and determines technical objectives of assignments. This position decides or recommends learning strategies, training objectives, assessments, designs, and evaluation methods to address business needs. Position requires a high level of prioritization skills to ensure timely delivery of work products, information, or analysis. In consultation with management, decisions may commit the agency to act. Poor or incorrect decisions may negatively impact the agency's credibility and reputation beyond the scope of Contributions and Recovery. Effective decisions will increase the success of the program by engaging and communicating with internal staff, external partners, and customers with accurate and timely information.

These decisions impact the success of the Employment Department's highest priorities and success of all program areas of the agency.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Business Operations Manager 1		In person, phone, email, direct messaging, shared files, virtual meetings on camera	Daily	Performance evaluation, mentoring, guidance, coaching, review progress for completion of projects and assignments

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? N/A
- | | |
|--|---|
| <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:

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

- Commitment to valuing diversity and promoting inclusion and belonging
- Experience researching and analyzing complex information to make recommendations
- Experience developing and delivering technical on-the-job training to meet needs of adult learners

- Demonstrated understanding of adult learning theories and best practices, including current training and development trends and resources
- Demonstrated ability in effectively using and training technical systems
- Easily reprioritizes urgent business and seeks clarity on priorities when unclear
- Effective communication skills verbally and in writing
- Strong critical thinking skills
- Demonstrated ability to work independently and in a team
- Demonstrated attention to detail

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 cursor 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