



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
04/01/22

This position is:

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

Agency: Oregon Employment Department

Facility: Central Office

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 1
b. Classification No: C0103
c. Effective Date: January 01, 2012
d. Position No:
e. Working Title: Office Specialist 1
f. Agency No: 47100
g. Section Title: Contributions and Recovery Division
h. Budget Auth No:
i. Employee Name:
j. Repr. Code: OAH
k. Work Location (City - County): Salem, Marion

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 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) Benefits Program and the Paid Family Medical Insurance Program (Paid Leave Oregon). The overall mission of the UI and Paid Leave Oregon system is to promptly collect taxes when due and promptly pay benefits when due.

UI benefits provide a partial wage replacement to workers who are unemployed through no fault of their own, thus maintaining a level of purchasing power to assist local economies. It affects unemployed workers and communities throughout Oregon, as well as Oregonians whom have moved to other states. It is the largest single program in the department employing the most workers in central and field offices utilizing the majority of the agency funds for its administration.

The Paid Leave Oregon program provides employees compensated time off from work to care for and bond with a child during the first year of 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 domestic violence, stalking, sexual assault or harassment (safe leave).

UI and Paid Leave Oregon benefits represent one part of the three-part agency purpose which includes creating worker financial stability, matching workers with jobs, and developing labor market information used throughout the state.

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:

iEditor- This position processes payroll reports and indexes tax documents.

Frances-This position processes documents from various queues.

Data Entry- This position keys scanned quarterly reports that are not formatted correctly.

Customer Service -This position provides customer service to Contributions stakeholders through direct in-person contact, phone support and electronic communication methods.

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.

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

% of Time	N/R/NC	E/NE	DUTIES
15%	N	E	Imaging: Process documents from queues Process Power of Attorney documents Process address changes from employer requests into the mainframe employer accounts. Record warrant numbers in mainframe employer accounts. Reference employer registrations. Post scratch notes for returned mail in employer accounts. Create letters on templates from staff or management requests. Post original reports, large adjustments, and blocked claims from the Data Entry queue to the mainframe and SSNHR’s. Clear exceptions and clean up documents.
15%	N	E	iCapture: Application for work items waiting to be processed Batch quarterly payroll reports for scanning. Batch tax documents for scanning. Operate scanner. Data Enter payroll reports. Index tax documents.

			Index work items received in the fax assembly. Clear exceptions and organize documents.
15%	N	E	Batching: Sorts, repairs, and batches quarterly payroll reports for scanning.
40%	R	N/E	Other duties as assigned and as needed (included, but are not limited to: Backing up other duties including but not limited to working additional queues (197's (Notice of Wages Reported and Possible Changes), Address Changes, Assessment Notices, Form Requests, Green Bars, Miscellaneous, New Employer Packets, Notice of Determinations, Referencing, Rush Mail and Voicemail) and provide phone support by answering inbound calls from Stakeholders. Additional phone support may require outbound calls to Stakeholders. Review and maintain Standard Operating Procedures regularly.
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.

Open office environment that includes noise from scanning machinery; computer terminals; and phones. Daily.

Contact with irritated and emotional employers is a frequent occurrence.

Eyestrain is possible do to daily use of computers and reading handwritten documents.

Constant interruptions while performing job duties.

Sitting for long periods of time.

Repetitive arm, wrist and hand movement.

Answering telephones.

Moving boxes and loading paper into printers.

SECTION 5. GUIDELINES

List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes Chapters 657, 657B and Related citations, Oregon Administrative Rules Chapter 471 Division 30; Unemployment Insurance Benefits and Claims and Division 70; Paid Family Medical Leave Act. The Federal Unemployment Tax Act, Contributions & Recovery procedure manuals, collective bargaining agreement, personnel rules, and agency bulletins.

b. How are these guidelines used?

Guidelines are used to interpret and explain the State and Federal law to the public, Contributions and Recovery staff, and other who have questions regarding UI Tax and Paid Leave Oregon Law, rules, statutes and procedures. Guidelines are also used for performance management duties with staff and compliance with Oregon State partner agencies.

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".

Division Staff	In person/Phone/ Virtual	To clarify information so that work can be properly processed.	Daily
Other Employment Staff	In person/Phone/ Virtual	To clarify information so that work can be properly processed.	Weekly
External Customers	In person/Phone/ Virtual	Customer Assistance	Daily
State Agency Staff	Phone; Email	To clarify information so that work can be properly processed. Assistance with questions from other agencies.	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position has to be able to decide quickly, with incoming phone calls, where the call needs to be transferred or if the call can be handled on their own, or if it needs to be directed to staff that are not in Tax. Our dedication to customer service requires that these calls be handled properly.

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".

Employment Services Supervisor 1	0002874	In person/Phone/ Virtual	Daily	To review the accuracy and timeliness of work.
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- 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:

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 in section 3, employees are expected to contribute to maintaining a positive and professional work environment, work cohesively as members of a team, maintain confidentiality, and provide outstanding customer service to the public.

This position requires the ability to work independently with minimum direct supervision. Good communication skills, both verbal and written, and time management skills are extremely important.

This position must have a good understanding of computers; software including Microsoft Word and Excel and a working knowledge of a variety of computer operating environments (i.e. DOS and Windows). This position must have excellent verbal and written communication skills.

Use of a ten key and accurate typing and data entry skills are necessary for the accurate keying of alpha and numeric data.

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

This position requires strong abilities to solve problems and improve processes for quality and timeliness with frequent updating of Standard Operating Procedures and Desk Manuals.

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		