



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
06/05/2026

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 2 b. Classification No: C0104
c. Working Title: Office Specialist 2 d. PPDB No/WD ID: _____
e. Section Title: Contributions and Recovery Division f. Agency No: 471000
g. Employee Name: _____ h. Budget Auth No: _____
i. Supervisor Name: _____ j. Repr. Code: OAH
k. Work Location (City – County): _____

l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☐ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
m. FLSA: ☐ Exempt If Exempt: ☐ Executive/Supervisory ☐ Administrative ☐ Professional ☐ Computer
☒ Non-Exempt 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) 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 allow 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 to the Contributions and Recovery division by processing various documents promptly and accurately into employer accounts within program systems.

The Office Specialist 2 provides customer service to Contributions and Recovery partners through phone support and electronic communication. Reconciles statements and posts payments, mail processing and supporting daily functions of Contributions Support Services.

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”.			
20%	R	E	County Billings; Processes county billings for served warrants and requested garnishments. Sends approved billings to Financial Services for payment. Prepares and batches recorded warrants and garnishment answers for Imaging.
10%	R	E	Employer and Customer Support; Helping support customers internal and external by directing requests and emails to appropriate unit by telephone, in person, virtually or by written correspondence.
25%	N	E	Mail/Fax pickup and distribution. Mail batching, Return Mail batching. Indexing, Fax Assembly. Enters checks and sending to lockbox.
10%	R	E	Frances; Process work items from Frances queues Posts payments from US Bank statement and balance the deposit total from lockbox; performs quality review of daily deposit (when not posting payments)
25%	NC	E	iCapture;

			Rescans documents unable to be processed. Fixes reports in Bloopers that are incorrectly batched or read. Corrects BINs and other missing data. Does report testing in iCapture training environment. Create bad format letters in Frances for illegible or incomplete reports for current quarter. Process work from Fax Assembly. Key quarterly reports.
5%	R	NE	Other duties as assigned and as needed: Back-up to all Contributions Support Services staff.
5%	R	E	Purging and following records retention guidelines.
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.

Constant phone contact; employee acts as a liaison between subject employers and the Department, must be able to develop and maintain communications with employers by handling a wide range of personalities, issues, and receptions in rapid succession within a daily schedule.

Maintain good public relations, often in extremely difficult personal encounters. Retain composure and professionalism both internally and externally in sometimes volatile and emotional situations.

Contact with hostile, angry and emotional employers is a frequent occurrence.

Daily extensive use of Employment Department computer systems to research and process information.

Requires sitting for long periods while working in an open office environment. Must be able to concentrate on computer entries while receiving phone calls or other interruptions.

Repetitive arm, wrist and hand movement.

Moving boxes and loading paper into printers.

During certain times of the year, there may be limited vacation approvals.

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 directly above and 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.

Due to the nature of the duties performed by this position, remote work is not available.

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 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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Division Staff	In person/Phone/ Virtual	To clarify information so that work can be properly processed.	Daily
State Agency Staff	Phone; Email	To clarify information so that work can be properly processed. Assistance with questions from other agencies.	As needed
Others within Agency	Telephone/Mail/In person/Virtual	Accuracy of information	As needed
Employers or payroll companies	Telephone/Mail/In person/Virtual	Contributions and Recovery Program	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes decision on when to scan documents, when to purge documents, and when to discuss issues with data entry or batching to Management.

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

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:

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.

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.

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