



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
4/15/2026

This position is:

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

Agency: Oregon Employment Department

Facility: Central Office - Salem

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 1
b. Classification No: C0108
c. Working Title: BPC Support Specialist
d. PPDB No/WD ID: 2311640
e. Section Title: Benefit Payment Control
f. Agency No: 47100
g. Employee Name:
h. Budget Auth No: 1420942
i. Supervisor Name: Jessicah Loser
j. Repr. Code: OA
k. Work Location (City – County): Salem – Marion (hybrid/remote)

I. Position: Permanent Full-Time Seasonal Part-Time Limited Duration Intermittent Academic Year 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.

The Unemployment Insurance (UI) Division supports economic stability for Oregonians and Oregon communities through the payment of UI benefits, which provide a temporary, partial wage replacement for workers who are unemployed through no fault of their own. These benefits help unemployed workers meet their financial obligations while looking for a new job. Funding from the program comes from a payroll tax on employers. The UI Division is comprised of the UI Contact Center (Claims and Adjudication), Benefit Payment Control, Benefit Services, UI Data Analytics, and UI OPS, with the majority of team members working remotely across the state to help ensure our workforce reflects the backgrounds and communities of the customers we serve. The UI Division strives to exceed customers' expectations through a commitment to continuously improving delivery of our services; applying law and policy accurately, consistently, and equitably; communicating openly, honestly, and respectfully; and proactively collaborating with external and internal partners and other interested parties. The UI Division works to create a positive community where employees have ownership of and take pride in the work they do and the services they provide to our customers and partners. Each person within the UI Division protects the integrity of the UI program.

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 the BPC Support Specialist position is to provide administrative support to the Benefit Payment Control (BPC) section while providing comprehensive knowledge of BPC. This person will work jointly with other staff within BPC. All work assignments are cross-functional between the various units within BPC. The individual in this position will determine when it is appropriate to send letters or make phone calls to customers, assemble BPC training material, set up and/or distribute investigation cases, and distribute files and documents to staff. The person in this position needs to be flexible with changes in processes, procedures, and changes to computer systems. Good attendance is essential to this position.

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
25%	R	E	<p>BPC Support Intake Duties</p> <ul style="list-style-type: none"> • Pull BPC related hearing decisions from OAH portal and add to Smartsheet for processing. • Research information & respond to inquiries from customers and internal and external sources. • Acts as a liaison in communicating program goals and objectives. • Explain UI laws, rules and policies to various customers via phone, email or web messaging. • Responds to inquiries via web notices in Frances, incoming phone calls and incoming emails. • Answers incoming calls, triages calls and transfers to appropriate areas for resolution.

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

			<ul style="list-style-type: none"> • Review incoming requests for waiver and determines if applicant meets criteria for overpayment waiver. • Determine when sufficient information has been provided or make additional contact to collect all necessary information from claimants.
25%	R	E	<p>Administrative Duties</p> <ul style="list-style-type: none"> • Compose and distribute meeting minutes for various project teams and/or meetings. • Develop procedures and forms related to BPC processes and assist with maintenance of BPC SOP repository. • Maintain all BPC unit manuals by creating schedules for review and updates. Arrange in shared drive. • Coordinates projects internally and externally to accomplish identified goals and objectives. • Communicate verbally and in writing with staff by providing explanation of information collected to help resolve issues. • Prepare reports showing statistical information related different buckets of work and provide to management on a monthly basis. • Assist management with the maintenance of the BPC shared drive folders, as needed. • Work with analysts to maintain Frances Issues Smartsheet tracker. • Use multiple systems to collect supporting documents for investigation cases.
25%	N	E	<p>Workforce Management and Data Duties</p> <ul style="list-style-type: none"> • Assist Managers and Lead Workers with schedule planning and modifications for staff as needed. • Utilize Calabrio WFM software to monitor staff adherence to assignments for telephonic, and non-telephonic workloads, and provide feedback to management. • Utilize Calabrio WFM software to schedule hearings and hearings prep for hearings team. • Conduct studies and evaluations to analyze, report, and recommend course of action, identify and project trends. • Coordinates projects internally and externally to accomplish identified goals and objectives. • Establish and maintain procedures and other controls necessary in carrying out assigned program activities. Prepare statistical reports. Implement recommendations approved by management.

20%	R	E	In Office Duties <ul style="list-style-type: none"> • Copy and mail prosecution packets and hearing packets to appropriate parties. • Print, organize, and/or assemble training material for trainees. • Print and distribute BPC unit manuals • Process and distribute incoming and outgoing mail and electronic documents.
5%	NC	NE	Miscellaneous <ul style="list-style-type: none"> • Complete special projects or assignments as requested by BPC managers, leads or analysts.

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.

Hybrid/office environment with the following conditions: Requires managing multiple and competing priorities and detailed tasks in a high stress environment with frequent interruptions. The position involves a broad scope of responsibility for work with rigid time frames and regulatory requirements.. Must be able to maintain objectivity and professionalism with individuals who may be irrational, emotional, angry, or hostile. Constant use of telephone, video conferencing, computer systems to process work. Must be able to work in close proximity to co-workers and tolerate fluctuating noise levels when in the office. Must be able to perform all aspects of the job under periods of high workload, with a continued focus on meeting state and federal quality and timeliness requirements and providing outstanding customer service to the public. Must be able to 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.

Oregon Revised Statutes and Oregon Administrative Rules pertaining to Unemployment Insurance, employer fraud and theft, Benefit Manual, BPC Manual and SOPs, Oregon Criminal Code, 18 U.S.C., Social Security Act, Department Administrative Bulletins/Guidelines and Federal laws/regulations pertaining to Unemployment Insurance benefits.

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 Federal and/or State 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".

Claimants	In-person, phone, fax, e-mail or mail	Provide and obtain information, respond to questions, resolve payment or claim issues.	Daily
Employers	In-person, phone, fax, e-mail or mail	Provide and obtain information, respond to questions, resolve payment or claim issues	Daily
Contact Center	In-person, phone, fax, e-mail or mail	Provide and obtain information, respond to questions, resolve claim issues	Daily
Agency Staff	In-person, phone, fax, e-mail or mail	Provide and obtain information, respond to questions, resolve payment or claim issues	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Decides methods and prioritization of completing or delegation of assignments. Affects staff effectiveness and timely completion of assignments. Improper release of confidential information from unemployment insurance records would result in liability to the Department. Decide how to properly distribute documents to staff. When reviewing reports, decides how to properly identify claims issues that need to be investigated

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".

		Review of completed work and co-worker interactions	Daily, Monthly, Quarterly and Annually	Assess completeness, accuracy, and adherence to department policy and procedures and Federal and State laws, rules and regulations.
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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? _____
 How many employees are supervised through a subordinate supervisor? _____

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:

Individual must have the ability to work independently and as part of a team with general supervision from a supervisor. Good communication skills, both verbal and written, critical thinking skills and time management

skills are important for this position. Must conduct work with impartiality and fairness to agency customers. They must be self-motivated and have the ability to prioritize work.

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

The following requirements must be maintained while working remotely:

- Performance expectations for remote work are the same as if you were working in the office.
- Communication with customers, management, and co-workers should not be negatively affected because of remote work.
- All workplace standards, expectations, and policies still apply while working at the alternate worksite including attendance, professional workplace, and flex time/leave request/call-out procedures/overtime request.
- Customers will not visit your home, and documents will not be mailed from your home.
- Microsoft Teams application is activated throughout the work day and must show appropriate status for real-time communication (virtual and video meetings, screens are shared as needed, instant messaging, etc.).
- Checking your work voicemail at least three times throughout each day and returning all calls within a business day.
- Temporary Interruption of Employment policy and guide will be followed.

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

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