



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:

Agency: Oregon Employment Department

Facility: 320

☐ 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>Business & Employment Specialist 2</u>	b. Classification No: <u>C6699</u>
c. Effective Date: <u>9/2/2025</u>	d. Position No: <u>178106</u>
e. Working Title: <u>Career Coach</u>	f. Agency No: <u>47100</u>
g. Section Title: <u>320 Roseburg</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: <u>OAH</u>
k. Work Location (City – County): <u>Roseburg - Douglas</u>	
l. Supervisor Name: <u>Robert Petchell</u>	
m. Position: ☐ Permanent ☐ Seasonal ☒ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share	
n. FLSA: ☐ Exempt ☒ Non-Exempt	o. Eligible for Overtime: ☒ Yes ☐ No
If Exempt: ☐ Executive ☐ Professional ☐ Administrative	

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; recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations); developing and distributing workforce and economic information (Communications and Research); creating and administering a paid family and medical leave insurance program for Oregon workers and businesses; 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 B&ES staff engage, inform, and assist the emerging, current and transitioning workforce, with an emphasis on serving “target populations” such as TANF Recipients, SNAP, Veterans, People with Disabilities, Migrant Seasonal Farm Workers, and participants that received training. The program works to grow robust economies by supporting innovative local workforce delivery systems focused on economic development objectives.

B&ES partners include regional and local training providers (Workforce Innovation and Opportunity Act “WIOA”), the Oregon Workforce Investment Board, local Workforce Investment Boards, the Department of Community Colleges and Workforce Development, the Department of Human Services, local economic development organizations, the seventeen Oregon community colleges, Easter Seals, Project Youth+ and others. One-Stop Center partners support a comprehensive system that seamlessly provides services that are accessible to all jobseekers, workers and businesses.

The Oregon Employment Department strives to create an inclusive environment that welcomes and values diversity of the people it serves. The Department fosters fairness, equity and inclusion to create a workplace environment where everyone is treated with respect and dignity.

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:

From our WorkSource Oregon (WSO) center, provide contracted services to TANF Oregonians including Job Search, Work Experience, Education, Skills Training and other activities to assist them in becoming marketable to employers. Provide comprehensive career and training services to participants who may be co-enrolled in other workforce programs. Assist participants with career exploration, training options and training requests. Work includes case management, entering services, attendance, and outcomes in ODHS TRACS system, making quality tracking notes and using more than one data tracking system. Monitoring and receiving referrals in JOBS Outcome Indicators(JOI) system. Participate in new and innovative program changes as we explore blending and braiding services to provide wrap-around services to participants. B&ES will work closely with ODHS, WorkSource Douglas Business Services Team, Career and Training Teams and community partners. Attend Statewide, district or region, Employment and Training Summits, meetings, or trainings.

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.

20 % of Time	N/R/NC	E/NE	EXPLORATORY SERVICE DUTIES
			Interview a high volume of TANF job referrals from ODHS and collect detailed occupational information about previous jobs. Determine job seeker’s transferable skills, interests, and employment goals. Identify barriers to successful job search and explore possible solutions to remove the barriers. Evaluate

			job seeker's referral requests and work credentials.
			Inform TANF JOBS participants of available JOBS program services, propose options, and guide participant toward appropriate services.
			Provide progressive assessments for JOBS participants as needed to inform provision of services on an ongoing basis to other WSO staff.
			Provide registration information for Work Ready TANF Oregonians to have full access to Workforce Services and Labor Exchange (iMatchSkills) services to support Job Search and Job Referrals. Work closely with our Career Services Career Coaches when appropriate to assist with basic registration; Gather necessary information to determine participant needs. Determine and document next steps.
60% of Time	N/R/NC	E/NE	CAREER SERVICE DUTIES
			Conduct assessments of skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, and supportive service needs to form a diagnostic evaluation of the JOBS participant situation to provide appropriate services.
			Assess JOBS participant intent to work/motivation, work history, employer-required licenses, credentials and hard skills, and essential skills/soft skills.
			Validate skills using the approved process to verify the JOBS participant is qualified for a job referral based on employer requirements prior to referral so that the most qualified candidates are referred to the employer.
			Align career planning efforts with LMI and local sector strategies to help the JOBS participant make informed decisions related to their career planning activities.
			Teach JOBS participants the job search process so they have current information on how to search for employment using multiple websites as resources.
			Assist with application processes, documentation, and effective interviewing techniques.
			Gain and maintain familiarity with local employment needs to provide relevant job search support and assistance to JOBS participants.
			Provide progressive assessments for JOBS participants as needed to inform provision of services on an ongoing basis to other WSO staff.

			Work with Family Coaches to develop Employment Plans with JOBS participants to identify next step activities. Co-case manage JOBS participants in other programs to provide wrap-around support.
			Provide progressive assessments as needed to inform provision of services on an ongoing basis.
			Check in with supervisor for JOBS Plus (PL), Work Experience (WE) and Supported Work (SW). Provide support to participants who need additional coaching.
			Provide case management support using ODHS TRACS, iMatchSkills and other systems to enter, maintain and follow participant progress, goals, training completion and outcomes. Enter quality tracking notes to clearly outline activities and participant progress.
10 % Time	N/R/NC	E/NE	TRAINING SERVICE DUTIES
			Conduct staff-assisted talent development workshops to teach essential skills for work readiness. Workshops may be in-person or virtual. May conduct training cohort programs such as Healthcare, Administrative or other cohort training models.
			Assist JOBS participants with accessing online skill development tools and in-person training.
			Engage as needed in monitoring and testing to measure JOBS participant progress.
			Refer JOBS participants to attend talent development or soft skills workshops and activities so they have the materials and skills to be successful in job preparation and employment.
			Provide case management support using ODHS TRACS, iMatchSkills and other systems to enter, maintain and follow participant progress, goals, training completion and outcomes. Enter quality tracking notes to clearly outline activities and participant progress.
			Make work-based opportunities available to participants in accordance with local area ODHS program plans and investment strategies.
5% of Time	N/R/NC	E/NE	BUSINESS SERVICE DUTIES
			Work collaboratively with our Regional Business Services Team to provide JOBS participants access to job referrals, work experience services and other business services opportunities.
			Notify qualified JOBS participants of available job openings. Contact businesses to facilitate the delivery of services by WSO providers.
5%			Perform other duties within classification as requested to ensure seamless participant service delivery.

100%			
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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.

Requires prolonged sitting or standing, frequently at a reception desk and/or workstation. May assist participants in the resource room by walking around and guiding them through websites which can require bending and stooping over for extended periods.

Frequent use of common office technology, including phones, computers, printers, copy machines, shredders, etc. Office may be fast paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions. Receive and direct people or telephone callers who may be irate and/or verbally abusive. Work generally occurs between 8AM – 5PM, Monday through Friday. May require statewide travel occasionally for training or other service delivery purposes.

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 ODHS TANF JOBS Program and other OED and WorkSource Douglas 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. Examples of regulations include:

- Oregon Department of Human Services TANF JOBS Programs
- Workforce Innovation & Opportunity Act (WIOA)
- Methods of Administration for Equal Opportunity and Non-discrimination
- Oregon Revised Statutes and Administrative Rules
- Employment Services Manual
- Unemployment Insurance Manual
- Confidentiality Handbook
- WorkSource Oregon Operational Standards

b. How are these guidelines used?

The reference materials contain guidelines used by the employee to do the functions of this position.

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".			
Job Seekers	In person, e-mail, telephone, and mail.	To explain program criteria, understand participants work search efforts and gain further information, answer questions, and provide job information. To provide career and training services, enter accurate information in program systems.	Continually throughout the day.
Oregon Department of Human Services	In person, e-mail, telephone, and mail.	To partner with Family Coaches, Leadership and other ODHS staff to support TANF JOBS referrals with contracted services. To provide career and training services, enter accurate information in program systems.	Continually throughout the day.
Businesses	In person, e-mail, telephone, and mail.	To provide referrals to job listings.	Continually throughout the day.
Claimants	In person, e-mail, telephone, and mail.	To explain eligibility and program requirements, rights and responsibilities, gain further information and answer questions.	Periodically as needed.
Central Office	In person, e-mail, telephone, and mail.	To get clarification of program requirements or request technical assistance.	Periodically as needed.
Community Partner, Workforce Board	In person, e-mail, telephone, and mail.	To arrange for needed services and coordinate ongoing services. To receive guidance on programs.	Daily
Supervisors	In person, e-mail, telephone, and mail.	To get advice or guidance on particular questions, to clarify instructions.	Daily
State Agencies	In person, e-mail, telephone, and mail.	To submit required reports, to get clarification of program requirements, to refer problems.	Quarterly 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.

Decide if the participant needs community services or special programs. Decide if the job seeker meets the job requirements. Decide if job seeker or claimant needs services to remove employment barriers. Decide services needed by the participant in consultation with the participant. Decide if there is a need for additional paperwork or information. Decide which services or resources best meet the job seekers needs. Decide what services would best meet businesses need. Decide which Workforce Partners to refer job seekers or businesses to for further assistance. Direct effect of these decisions will determine the level of participant service

and satisfaction with those services that both job seekers and employers receive. Will also determine whether these participants continue to use our services in the future. May evaluate service delivery and make recommendations for improvement.

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>				
Field Office Manager and JOBS Program Supervisor		Reviews work in progress.	Regularly Also conducts annual performance appraisal to discuss with employee how well performance standards and goals have been met during the past year.	To ensure completeness, accuracy, and adherence to department policy and procedures and federal and State laws, rules, and regulations.

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:

- a. Demonstrate a thorough knowledge and understanding of the Employment Department and WSO Services.

- b. Communicate professionally and appropriately with participants, partners and co-workers verbally and in writing. 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.
- c. Organize personal workload to be responsive to team members in meeting participant needs and production goals. Take personal responsibility for meeting the goals within the agency standards.
- d. Maintain objectivity when dealing with businesses, job seekers and claimants. Effectively handle participants who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance. Know and understand the Department and office participant complaint process. Comply with agency confidentiality rules, laws and policies and upholds the public trust relating to program administration and confidentiality.
- e. May evaluate service delivery and make recommendations for improvement. May provide leadership in meeting program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- f. May be required to assist other field office staff to balance workload or to do special projects as assigned by supervisor.
- g. Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive team-oriented attitude.
- h. Use professional phone techniques, effective interviewing skills and excellent participant service skills in every participant contact.
- i. Be able to work independently and achieve desired outcomes without supervision.
- j. Other:

This position requires successfully passing a criminal record 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
Note: If additional rows of the below table are needed, place cursor 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