



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
12/17/2025

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: Program Analyst 1
b. Classification No: 0860
c. Working Title: Mobile WorkSource Services Analyst
d. PPDB No/WD ID:
e. Section Title: Workforce Operations
f. Agency No: 47100
g. Employee Name:
h. Budget Auth No: 084
i. Supervisor Name: Shelly Forsberg
j. Repr. Code: OAH
k. Work Location (City – County): Mobile WorkSource Oregon Center Zone 1, 2, or 3

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

This position exists within the Workforce Operations Division of the Employment Department. Workforce Operations staff provide guidance and support to WorkSource Oregon Centers as well as oversee federal programs. Workforce Operations has functional authority over and responsibility for Title III (Wagner-Peyser Act) of the Workforce Innovation and Opportunity Act (WIOA). Workforce Operations staff focus on building relationships, coordinating efforts, and aligning service delivery with other workforce partners in an effort to assist businesses to recruit the best qualified applicants and provide resources to job seekers in support of their employment needs.

**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 Mobile Oregon WorkSource Center PA 1 will provide workforce services in a mobile capacity to deliver the services of the Trade Adjustment Assistance (TAA) for Workers program, the Workforce Operations Oregon Employment Department (OED) programs and services, and additional partners under the WorkSource Oregon American Job Centers umbrella to the public. This includes access to basic career services, referrals to programs for barrier removal and needed benefits, Trade Act Information Sessions (TAIS), assessment workshops, WorkSource Oregon job seeker and employer services in communities with limited access to brick and mortar American Job Centers. The PA will collaborate with Local Workforce Boards and Local and State Workforce Operations leadership.

### 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
60%	R	E	<p>Drive a mobile American Job Center van to rural and underserved communities. Travel throughout the week across designated zones to provide access to, or delivery of WorkSource Oregon services to underserved communities that may include Justice Involved Adults in Custody, Tribal, ethnic, and rural cultures. Responsible for ensuring vans are stocked, cleaned and maintained, communicate with direct supervisor and local managers on staffing for daily, weekly, monthly schedules. Will stay current on all required training for mobile unit service delivery plan. Requires a clean driving record and regular DMV monitoring.</p> <p>Collaborate with multiple Local Workforce Boards, Title I Service Providers, and Local and State Workforce Operations leadership to deliver and improve braided service strategy.</p>

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

Analyze and maintain data records. Monitor project schedules, outcomes and accomplishments. Evaluate results and recommend program actions to improve program operations. Create and maintain databases and execute complex queries of program information; track, record and compile information to produce reports of program activity.

### **Customer Relations & Job Seeker Services**

Provides a customized one-on-one conversation with Mobile WorkSource center job seekers assessing their needs, assisting to register with the labor exchange system or in need of learning the job search process, providing current information on how to search for employment using multiple websites as resources, assistance with application processes, documentation, and effective interviewing techniques and determine interest in pursuing work ready status or training services

- Gain and maintain familiarity with local employment needs to provide relevant job search support and assistance to jobseekers
- Assess customers priority of service when first engaging customers and adequately understand the reason for a customer's visit to the center
- Assess job seekers with intent to work, motivation, work history, employer-required licenses, credentials, hard skills and essential skills/soft skills, and work readiness.
- Assess and identify barriers to successful job search guiding job seekers to use a growth mindset in navigating career challenges and achieving their work ready status and employment goals highlighting the importance of resilience, continuous learning, and viewing setbacks not as failures but as opportunities to learn and grow
- Provide basic career services as identified in sec. 134(c)(2) of WIOA to each individual who accesses the WorkSource center with a work ready focus. This includes workers who have received notice of layoffs or are experiencing limited demand due to technological change, impact of imports, or plant closures as per Wagner-Peyser Act SEC. 7 (3C) - Basic career services include:
  - Outreach, intake, orientation to programs
  - Initial assessment of skill levels to determine which services are most appropriate for each job seeker, among multiple program service options. These assessments include but are not limited to an in-depth review of potential barriers to re-employment or training
  - Initial assessment of supportive service needs and providing referrals to community resources and supportive service agencies for needed services and /or technical assistance as appropriate
  - Labor exchange services
  - Job search and placement assistance

			<ul style="list-style-type: none"> <li>• Career counseling</li> <li>• Referral to/coordination with other programs and services beyond basic career services</li> <li>• Workforce and labor market information</li> <li>• Eligible training provider information (ETPL)</li> <li>• Local area performance information</li> <li>• Information on supportive services availability</li> <li>• Financial aid assistance for training</li> <li>• Information and assistance on filing claims under UI programs consistent with WSO-UI Levels of Service guidelines.</li> <li>• Review for WIOA Title I Eligibility (Adult, Dislocated Worker and Youth) and provide warm handoff when appropriate</li> <li>• Review for Trade Adjustment Assistance program eligibility and refer to Central Trade Act Unit when appropriate</li> <li>• Ability to professionally interact with a high volume of diverse customers providing service that exceeds the customer’s expectations. Work with individuals who may have limited work experience, higher support needs or need coaching as they prepare for training and employment opportunities. Remain professional, calm and adapt communication style with diverse customer needs. Maintain high level of emotional intelligence.</li> </ul> <p>Screen and provide referrals for job listings; when needed provides individualized career services which must be made available if these services are not provided by Title I and are determined to be appropriate for an individual to obtain or retain employment. Individualized career services include:</p> <ul style="list-style-type: none"> <li>• Comprehensive and specialized assessments</li> <li>• Development of Employment Plans</li> <li>• Group coaching and career counseling</li> <li>• Individual career coaching and counseling</li> <li>• Career planning services</li> <li>• Provide information and warm hand off to short-term pre-vocational services</li> <li>• Workforce preparation activities</li> <li>• Provide information and warm hand off to financial literacy</li> <li>• Out-of-area job search assistance and relocation assistance</li> <li>• Promote Job Development Opportunities</li> <li>• Provide information and warm hand off to English language acquisition programs</li> </ul> <p>Raise literacy in communities regarding WorkSource Oregon programs and services. Interpret and explain program rules, regulations, policies and procedures.</p>
15%	R	E	<p><b>Business Services Support</b></p> <p>Greets walk-in employers and assists with their needs, reviewing services, recruitment planning, job listing writing or establishing a new employer, documents needs and disseminates any pertinent</p>

			<p>information to local WSO Center team as needed for employer follow up</p> <ul style="list-style-type: none"> <li>• Assist Work Ready candidates to match to existing available vacancies in listings</li> <li>• In coordination with leadership, build new employer relationships and inform businesses of available services</li> <li>• Identifies possible staff assisted listing opportunities, assists with staff assisted recruitments to include prescreens candidates and processes referral recommendations for open staff assisted recruitments, running matches, sending notifications, sourcing candidates, reviewing resumes for minimum qualifications and performing prescreens and process referral recommendations made by BES staff</li> <li>• Coordinate and assist with the planning and implementation of recruitment events and job fairs</li> <li>• Review Job Listing for Quality Feedback Measures</li> <li>• Supports business, promotes employer optimized business services practices as assigned</li> <li>• Conduct business outreach as needed</li> <li>• Market WorkSource Oregon services</li> </ul>
15%	R	E	<p><b>Training Services Support</b></p> <p>As needed, develop an Employment Plan for internal programs, including assisting customers accessing Training Services</p> <ul style="list-style-type: none"> <li>• Provide Skill Gap assessment for defined On-the-Job-Training (OJT) occupational goal with jobseekers. Refer to Business Service staff who will identify, refer, and market OJT employer benefits to appropriate employers based on worker’s skills, education and defined skill gap to be trained. <ul style="list-style-type: none"> <li>○ Make work-based opportunities available to customers in accordance with local area plans and investment strategies</li> </ul> </li> <li>• Research opportunities and develop relationships with local apprenticeship programs and training centers to make the apprenticeship training model available to customers</li> <li>• Refer customers to attend talent development workshops and activities so they have the materials and skills to be successful during job interviews</li> <li>• Assist customers with short-term training scholarship applications for STEP and other in-house training programs.</li> <li>• Assist jobseekers with accessing online skill development tools and in-person training. Engage as needed in monitoring and testing to measure customer progress.</li> <li>• Enter information into workforce program data management systems which may include iMatchSkills, iTracs or Tracs, or TAAMIS.</li> <li>• Provide follow-up services to support customers with employment and support needs, and record outcomes for performance metrics</li> </ul>

			<ul style="list-style-type: none"> <li>Process training and support service payments to support customer approved services.</li> </ul>
5%	R	E	<p>Represent the Workforce Operations on regional Rapid Response team. Collaborate with WorkSource Oregon (WSO) staff, the Workforce Board, and the Central Trade Act Unit to meet dislocated worker needs on Area Manager pre-approved WSO Mobile Unit Rapid Response events. Communicate if a petition for Trade Act has been or will be filed for planning efforts. Provide Rapid Response session sign in sheets to TAA Petition Coordinator.</p> <ul style="list-style-type: none"> <li>Represent WSO at workforce partner, economic development, or employer planning meetings. Make presentations to community, business, and partner groups.</li> </ul>
5%	R	NE	Other duties as assigned
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.**

Required travel to rural areas and additional OED WSO offices within assigned zone, travel in-state to attend in-person events as needed, which may require overnight stay. This includes but is not limited to annual conference, team, all staff, and quarterly meetings. Have contact with and de-escalate people that may be irate and/or verbally abusive. Requires prolonged driving, sitting, and standing. Requires extensive use of technology including laptops and van equipment. Provide assistance to Limited English Proficiency (LEP) customers by utilizing secondary language skills if authorized, authorized language interpretation services and/or technology. Mobile WorkSource Centers are fast paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions. Ability to communicate orally and in writing using active listening, empathy, and attention to detail.

#### 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 regarding Oregon Unemployment Insurance, Wagner-Peyser Employment Services, WIOA Title I Youth, Dislocated Worker and Adult programs, Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Reemployment Services and Eligibility Assessment (RESEA), TAA for Workers (TAA) programs, SNAP Training and Employment Programs, and JOBS TANF programs that are delivered through WorkSource Oregon Centers

Employment Department Workforce Operations staff are expected to be knowledgeable about federal and state workforce programs, rules, and regulations, and must have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. One example of regulations all staff should be knowledgeable about: the federal Workforce Innovation & Opportunity Act Methods of Administration for Equal Opportunity and Non-discrimination

- U.S. Department of Labor - Final Rules, laws, regulations and Training and Employment Guidance Letters (TEGLs) and Training and Employment Notice (TENs)

- Methods of Administration for Equal Opportunity and Non-discrimination
- Oregon Revised Statutes and Administrative Rules
- Oregon DAS Policies which includes Acceptable Use Of State Electronic Resources
- Oregon Workforce Talent and Development Board Policies (WTDB)
- Mobile and WSO Employment Services Manuals, policies, procedures and bulletins
- Unemployment Services Manuals
- Confidentiality Handbook
- WorkSource Oregon Operational Standards
- Collective Bargaining Agreement
- Standard Subject Filing Listing; Supply/Equipment Catalogs; Rough Draft Manual; Field Office Policy; Ciphony Telephone Manuals

**b. How are these guidelines used?**

The position refers to the above resources to research, interpret, and explain processes; meet Oregon Department of Human Services contract criteria; and fulfill agency policies. Communicate accurately the program rules

**SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

<b>Who Contacted</b>	<b>How</b>	<b>Purpose</b>	<b>How Often?</b>
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Job Seekers	In person, e-mail, telephone, TEAMS, Zoom and mail	To explain program criteria, understand customers work search efforts and gain further information, answer questions and provide job information	Continually throughout the day
Businesses	In person, e-mail, telephone, TEAMS, Zoom and mail	Follow-up on open positions, exchange information	Continually throughout the day
UI Claimants	In person, e-mail, telephone, TEAMS, Zoom and mail	To explain eligibility and program requirements, rights and responsibilities, gain further information and answer questions	Continually throughout the day
Central Office	In person, e-mail, telephone, TEAMS, Zoom and mail	To get clarification of program requirements or request technical assistance.	Periodically as needed
Supervisors	In person, e-mail, telephone, TEAMS, Zoom and mail	To get advice or guidance on particular questions, to clarify instructions.	Daily
State Agencies	In person, e-mail, telephone, and mail. Virtual	To submit required reports, to get clarification of program requirements, to refer problems.	Quarterly or more frequently as needed.
American Job Center network of partners which includes Wagner-Peyser Employment Services, WIOA Title I Youth, Dislocated Worker and Adult programs,	In person, e-mail, telephone, TEAMS, Zoom and mail	To arrange for needed services and coordinate ongoing services	Daily

Oregon Department of Human Services, Employment and Training SNAP (ABAWD and STEP) programs, Vocational Rehabilitation, Job Corp, Title II/Financial Aid and Remedial Training, Services for Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Commission for the Blind Employment Services, Reemployment Services and Eligibility Assessment (RESEA), Justice Involved Re-Entry services, and Easter Seals			
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**SECTION 7. POSITION RELATED DECISION MAKING**

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

Evaluate information against a set of standards and verify that it is correct. Make decisions about whether program services were provided in conformance with policies, procedures and guidelines. Make judgments about or assess the value, importance or quality of situations. Effect of decisions could directly affect the benefits received by WSO customers.

**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 curser at end of a row (outside table) and hit "Enter".*

Employment Services Manager 2	1710230	In person, phone, email, video, chat	Daily/weekly/quarterly	Performance, coaching, and career development

**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?
  - Plan work
  - Coordinates schedules

- Assigns work
- Approves work
- Responds to grievances
- Disciplines and rewards

- Hires and discharges
- Recommends hiring
- Gives input for performance evaluations
- 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:

Ability to explain in writing and verbally technical and legal material in understandable language to people of diverse education and cultural backgrounds. Methods and techniques of building community or business alliances and partnerships to leverage resources. Familiarity with computers systems and skills in entering and retrieving information. Human relations skills and training techniques to do an effective job. Independent judgment and innovative problem-solving skills. Team player skills are critical, including the willingness to collaborate, share information, and contribute to the team’s success as necessary. Excellent customer service skills for both internal and external customers, verbal and written communication skills, and the ability to demonstrate initiative and independent judgment on an ongoing basis. Ability to set priorities and possess good organizational skills.

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

This position must be authorized to drive state owned vehicles, maintain eligibility, and follow OAR 125-155-0000, State Vehicle Use and Access policy.

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