



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
3/13/2026

This position is:

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

Agency: Oregon Employment Department

Facility: Virtual Customer Service

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Business & Employment Specialist 2
b. Classification No: C6699
c. Working Title: Virtual Employment Specialist
d. PPDB No/WD ID:
e. Section Title: Workforce Operations
f. Agency No: 47100
g. Employee Name:
h. Budget Auth No:
i. Supervisor Name:
j. Repr. Code: OAH
k. Work Location (City – County): Tigard - Washington

I. 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:

This position supports Oregonians by providing real-time assistance to customers through messaging, phone, and video calls. This role focuses on regularly delivering accurate, timely, and empathetic support for inquiries related to account management, service issues, and troubleshooting, ensuring a positive customer experience across multiple communication channels.

The position will provide customer care and address general customer questions and support the Reemployment Services and Eligibility Assessment (RESEA) Program aimed at accelerating return-to-work through personalized reemployment plans, job search assistance and referrals to WorkSource Oregon staff, employers, workshops and training. It will also support portions of the Supplemental Nutrition Assistance Program (SNAP) Employment & Training Program.

Virtual Customer Service is a new area of the Workforce Operations Division of the Oregon Employment Department established in 2026 to support programs and provide employment services to Oregonians through multiple communication channels including on-demand voice, video, and messaging interactions.

Employment Specialists are part of WorkSource Oregon and Workforce Operations within the Oregon Employment Department, connecting employers and guiding job seekers to use a growth mindset in developing skills and navigating career challenges to achieve their work ready status and employment goals. Employment Specialists provide each job seeker with the basic career services and referrals to additional WorkSource Services to meet their individual needs.

This position requires a strong ability to manage potentially difficult conversations with a trauma informed person-centered approach to provide excellent customer experiences that align with the Employment Department mission.

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
95%	N	E	Provide general assistance and program support to diverse populations over multiple communication channels including phone, video and messaging.

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

		<p>Receive a high volume of customer interactions through a queue-based phone and messaging system; verify customer information and maintain confidentiality. Handle all customer interactions with a trauma-informed and person-centered approach while providing excellent customer care based on OED principles.</p> <p>Review customer information and documentation to assess if any documentation is missing to support the requirements of the RESEA program, which support Unemployment Insurance (UI) claims. Evaluate and validate the work search of claimants to determine compliance with work search requirements</p> <p>Assist customers by providing general guidance when needed as requested by the customer. Enters information into Frances Online and iMatchSkills; updates customer account notes and documents or selects each action or service taken by interaction.</p> <p>Provides a customized conversation with WorkSource job seekers assessing their needs, assisting with registering with the State of Oregon labor exchange system, providing current information to search for employment using multiple websites as resources, assistance with application processes, effective interviewing techniques and resume feedback.</p> <p>Assess job seeker intent to work, motivation, work history, employer-required licenses, credentials, hard and soft/essential skills, and work ready status</p> <p>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</p> <p>Intake and orientation to programs as applicable</p> <p>Provide basic information to employers, claimants and the public regarding WorkSource center services and resources</p> <p>Refer customers to websites including but not limited to Oregon.gov, QualityInfo.org, Unemployment.Oregon.gov, PaidLeave.Oregon.gov, and Oregon.gov/BOLI to provide additional resources and information as needed</p> <p>Initial assessment of skill levels to determine which services are most appropriate for each job seeker, among multiple program options. These include but are not limited to a review of potential barriers to re-employment or training</p> <p>Initial assessment of supportive and program service needs and providing referrals to local WorkSource center, community resources and supportive service agencies for needed services</p> <p>Provide guidance and educational information on usage of labor exchange services, to assist in finding and matching job listings</p>
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		<p>Refer customers to attend talent development workshops and activities so they have the materials and skills to be successful during job interviews</p> <p>Assist job seekers with accessing online skill development tools and training</p> <p>Career counseling based on customer immediate and long-term employment goals</p> <p>Review for WIOA Title I Eligibility (Adult, Dislocated Worker and Youth) and provide warm handoff to local WorkSource center.</p> <p>Maintain general knowledge of multiple programs, address customer interactions in an empathetic manner while always prioritizing the customer's safety. Maintains and complies with the agency's privacy and confidentiality policies. Refers to appropriate team as needed.</p> <p>Provide customer care services over the phone, video call or written messaging to resolve questions or refer claimants to resources including internet sites, WorkSource Oregon offices, and other partner resources.</p> <p>Provide basic information to the public in accordance with the state confidentiality laws and rules regarding other Department services including but not limited to WorkSource Oregon center services, Paid Leave, Unemployment Insurance and Contributions. Refer customers directly to those programs as needed.</p> <p>Maintain a working knowledge of policy, procedure and guideline changes and how those changes impact processes or customer interactions.</p> <p>Communicate professionally and appropriately with customers, partners and co-workers. Knows and understands the cultural diversity dynamics that exist within the service delivery area and adjusts service delivery as needed to meet the needs of the community served.</p> <p>Respond promptly and professionally to customer inquiries via chat or messaging channels.</p> <p>Assist customers with general questions, service navigation, and troubleshooting technical issues.</p> <p>Conduct video calls with customers when needed to resolve complex issues or provide personalized support.</p> <p>Diagnose and resolve problems efficiently; escalate complex or unresolved issues to appropriate teams following established workflows.</p> <p>Support customers who may have varying levels of digital literacy</p> <p>De-escalate customers to be able to effectively assist them</p> <p>Document all interactions accurately in support systems, maintaining detailed tracking notes and taking relevant services.</p>
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			<p>Follow up with customers to confirm resolution and satisfaction</p> <p>Maintain a courteous, empathetic, and clear tone in all written, audio and video communications, adhering to professional standards.</p> <p>Stay informed on agency policies, procedures, and service updates to provide accurate information while following state and federal guidance</p> <p>Manage multiple chat conversations simultaneously while meeting performance metrics such as response time and resolution time.</p> <p>Monitor and report recurring issues or trends to improve processes and customer experience.</p> <p>Ensure compliance with privacy and security standards when handling customer data.</p> <p>Collaborate with internal teams as needed to resolve customer concerns.</p>
5%	N	E	Other duties as assigned

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.

This is an in-person position and duties are performed in a WorkSource Oregon office work location. The office space is set up with cubicles and audible distractions. Includes proximity to co-workers and fluctuating noise levels. Requires long periods of sitting or standing and using a keyboard and mouse with screen time throughout the workday. Requires extensive use of a headset and web camera to assist customers.

Receive, direct and assist people through multiple channels including audio and video calls and messaging/chat sessions. Calls and messaging sessions may have people that are frustrated and/or verbally abusive. Should approach difficult conversations with customers with a trauma-informed, person-centered approach.

Ability to efficiently communicate orally and in writing using active listening, empathy, and attention to detail. Must be able to perform all aspects of the job under periods of high workload, assisting one person after the next. Continuously integrate new and complex technical information into daily work.

May require some travel to additional OED WSO offices around the state, travel in-state to attend in-person events as needed. Includes but is not limited to annual conference, team, all staff, and quarterly meetings.

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 Dislocated Worker and Adult Programs, Migrant and Seasonal Farmworkers (MSFW), Veterans Employment Services, Reemployment Services and Eligibility

Assessment (RESEA), and TAA for Workers (TAA) 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 (WIOA) Methods of Administration (MOA) 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, protocols and procedures which include Acceptable Use of State Electronic Resources
- Oregon Workforce Talent and Development Board Policies (WTDB)
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines and strategic plans including OED Strategic Plan
- Employment Services Manuals, policies, procedures and bulletins
- Unemployment Services Manuals
- Confidentiality Handbook
- WorkSource Oregon Operational Standards
- Workforce Operations Resource and Instruction Guide
- Collective Bargaining Agreement
- Equity Lens

b. How are these guidelines used?

The position requires use of independent judgement and problem-solving skills. Employment Specialists will refer to the above resources to interpret and explain processes; ensure that Department of Labor criteria are met and fulfill agency policies. Communicate accurately program rules and work to solve issues with job seekers, employers, staff, and partner agencies. These guidelines are used daily to ensure proper implementation of Wagner-Peyser employment services; to provide job seekers and employers with the services they need; and to maintain agency compliance with laws and regulations.

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?
Job Seekers	Video or audio call, messaging and writing via online platforms	To explain program criteria, understand customer work search efforts and gain further information, answer questions, and provide job information and referrals to local WorkSource Oregon offices.	Daily
OED Employees and other OED Units	Messaging and writing via online platforms, in person, video or audio call	Obtain/relay information/provide direction	Daily/as needed
Claimants	Video or audio call, messaging and writing via online platforms	To explain eligibility and program requirements, rights and	Daily

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

		responsibilities, gain further information and answer questions.	
Employers, Employer Representatives	Video or audio call, messaging and writing via online platforms	To obtain/relay information/provide direction and referrals to local WorkSource Oregon offices	As needed
American Job Center (AJC) / WorkSource Oregon (WSO) partners	Messaging and writing via online platforms, in person, video or audio call	To obtain/relay information/provide direction and referrals to local WorkSource Oregon offices	Daily/as needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Handles customer interactions to gather information to help other teams process claims. This position responds daily to job seeker and employer needs and situations that require independent decisions based on appropriate and accurate interpretations of federal/state laws, rules and regulations, state-level guidance and local level procedures while providing the flexibility to meet job seekers and employer's needs. The decisions are based on interpretation of rules and analyzing gathered facts.

Employment Specialist decisions can directly affect the job seeker and employer services received by Wagner-Peyser employment services and services provided by the WorkSource center network of partners. The quality of work will have a direct effect on customer livelihoods, the department image and the overall quality and integrity of multiple programs.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
ESM1		In person, video or audio conference, writing via online platforms	As needed	Review progress being made toward projects and assignments

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

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:

Expectation of all employees: Foster and promote the importance and value of a diverse, discrimination and harassment-free workplace. Respect diversity of opinions, ideas and different lived experiences. Support outreach and diversity-related efforts to diversify the workplace and provide equitable outcomes.

Provide prompt customer service; create and maintain productive working relationships; treat colleagues and the public fairly, courteously and respectfully; fully participate in work teams, division and department projects; collaborate with co-workers to improve work processes; strengthen interpersonal skills; provide and receive feedback and suggestions in an open and constructive manner; report to work consistently and on time.

Capacity to quickly establish and maintain cooperative relationships with job seekers, partners and co-workers using growth mindset, active listening, empathy and attention to detail.

Capability to maintain objectivity when working with job seekers, employers and partner programs. This includes the ability to de-escalate situations with customers who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance.

Demonstrate empathy, patience, and professionalism in all interactions.

Skilled in analyzing issues, identifying solutions, and resolving problems effectively.

Strong written and verbal communication; able to convey information clearly in chat, audio and video formats.

Comfortable switching between messaging, audio and video support based on customer needs.

Familiarity with chat platforms, video conferencing tools, and customer systems. Provide remote, guided navigation to customers through shared browsing capabilities

Capable of managing multiple conversations and tasks without compromising quality.

Capable of hosting professional video calls with customers and delivering visual presentations.

Problem-solving skills and a customer-first mindset.

High level of accuracy and attention to detail.

Experience in customer support or a related field.

This position may require some travel, including to WorkSource center offices throughout the state. Employees are required to possess and maintain a valid driver's license with an acceptable driving record to check out a State of Oregon vehicle. If not, they must be able to provide an alternate method of transportation.

This position requires successfully passing a criminal background check, which may require a fingerprint-based background 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
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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".

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