



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**  
**7/30/2025**

**This position is:**

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

**Agency:** Oregon Employment Department

**Facility:** Salem CO

☐ New ☒ Revised

**SECTION 1. POSITION INFORMATION**

a. Classification Title: Operations and Policy Analyst 4 b. Classification No: 0873  
c. Working Title: Paid Leave Policy Analyst d. PPDB No/WD ID: 2110414  
e. Section Title: Paid Leave Oregon f. Agency No: 47100  
g. Employee Name: \_\_\_\_\_ h. Budget Auth No: 1381863  
i. Supervisor Name: Juan Serratos j. Repr. Code: MMN  
k. Work Location (City – County): Salem - Hybrid

l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year  
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share  
m. FLSA: ☒ Exempt If Exempt: ☐ Executive/Supervisory n. Eligible for ☐ Yes  
☐ Non-Exempt ☒ Administrative ☐ Overtime: ☒ No  
☐ Professional  
☐ Computer

**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.

Paid Leave Oregon provides employees compensated time off from work to care for and bond with a child during the first year after 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 sexual assault, domestic violence, stalking or harassment.

**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 works with Paid Leave leadership and Division leaders on developing program policies, administrative rules, legislative concepts and packages, and major projects. The person in this position must demonstrate a strong ability to work independently, proactively address situations that could lead to issues and work effectively with others.

The Policy Analyst works closely with the agency’s Legislative team to perform work in both policy and legislative arenas. This position serves as a senior staff member of the Paid Leave leadership team and works closely with the program’s Director and Deputy Director to ensure that they have the policy awareness and recommendations to make decisions. The work is performed in close partnership with the Paid Leave Policy team to ensure that the program is administered in alignment with agency strategies and values.

- Provide policy advice to program leaders and related internal and external interested parties, including the complex and intertwined administrative, technical, political, economic, and fiscal aspects of administering the program.
- Provide expert advice to the Advisory Committee, leveraging members’ expertise as advisors.
- Provide leadership and coordination of program policy development, legislative concepts and administrative rules.
- Communicates with public officials on a regular basis, including legislators, and testifies at the legislature or prepare testimony for the Director or Deputy Director.
- Monitor the implementation of legislation and explain policy issues and effects of proposed legislation to the agency leadership, the Advisory Committee, Governor’s staff, Legislators and their staff, and other Oregon interested parties and agency partners.

The position reports to the Paid Leave Director, and will work and support team members, agency management, other State agency staff, public officials, legislators, Governor office staff, Advisory Committees, and agency program analysts, operations and policy analysts, information technology staff, and front-line staff.

**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
40%	N	E	<p>Policy Advice and Development</p> <p>Lead the establishment of new Paid Leave policies as needed, conducting research and presenting policy options for assigned policy areas. This research includes all issues related to Paid Leave practices and strategies, benefits, contributions by employers and employees, management of the Paid Leave Fund, grants for small businesses, equivalent plans, dispute resolution, technical system needs, agency partner roles and responsibilities, and enforcement.</p> <p>Lead the policy development process for the Paid Leave policy team, assign and review work of subordinate Paid Leave policy analysts, and ensure completed staff work meets leadership and program needs.</p> <p>Conduct complex policy analysis and development, including the most difficult technical and political issues. As necessary, be responsible for establishing policies and processes that support oversight of third-party participation and performance.</p> <p>Provide expert advice, coordinate or prepare position papers, testify or develop testimony for Directors and effectively communicate with interested parties. Lead the cross-agency and cross-division effort of reviewing Paid Leave policy issues (including administrative rules and legislative concepts).</p> <p>Represent the agency before boards, other agencies, other state's paid leave programs, Federal agencies or organizations, state legislature or other invested groups.</p> <p>Evaluate data from different paid family or medical leave programs across the country and partner state agencies to identify trends and the potential need to integrate new information into Paid Leave policies and procedures.</p> <p>Evaluate the quality and effectiveness of programs, recommend strategic changes and priorities for allocating agency resources.</p> <p>Lead the Advisory Committee and other Paid Leave related groups, including creation and maintenance of the charter in partnership with management. Support committee needs, define goals and ground rules, draft agendas, facilitate monthly meetings, and work with other division policy analysts to prepare policy papers. Ensure participation from all invested groups and partners. Facilitate committee to make recommendations for further action or modify proposed policy change.</p>
30%	N	E	<p>Legislative and Rulemaking Management</p> <p>Review and evaluate legislation that affects Paid Leave as assigned or in collaboration with the Paid Leave Legislative Analyst. Review and track state and federal legislation, testify or prepare testimony, analyze bills, and propose amendments to pending bills.</p>

			<p>Advise executive leaders on the legislative strategic plan implementation and on probable legislative reactions to administration proposals.</p> <p>Prepare fiscal impact statements in partnership with agency management and fiscal analysts prior to submission to the Legislative Fiscal Office.</p> <p>Assure reasonableness of fiscal impact statements for legislative proposals. Create policy option package narratives during the budget development process. Identify funding and determine costs for various packages.</p> <p>Direct and recommend strategies for legislative implementation and rulemaking processes. Advise and guide division staff to ensure quality and clarity of division rules. Identify policy options for consideration during rulemaking.</p> <p>Interpret law, rules, regulations, program policies and procedures. Explain rules and policies to representatives of other agencies and the public.</p> <p>Describe policy options and impacts. Recommend changes in legislation, administrative rules to implement, and changes to the delivery of program services. Update related policies, as needed. Consult with Paid Leave leadership and Advisory Committee on recommended changes. Identify potential risks and difficulties in legislation then design and implement strategies to mitigate them.</p> <p>Conduct analysis and research to determine fiscal and workload impact of process and system changes.</p> <p>Work with the Paid Leave leadership and Agency Executive Team in the creation of legislative testimonies to align Paid Leave and Agency messaging.</p>
20%	N	E	<p><b>Operational Research &amp; Evaluation</b> Supports program success by proactively ensuring that concerns, risks, and issues are discovered, documented, analyzed, and managed to industry best practices.</p> <p>Failure to achieve this outcome could endanger program success by creating an inability to adhere to scope, schedule, or budget, or a failure to achieve program goals.</p> <p>Monitor the biennial budget with division leadership.</p> <p>Coordinate and manage interagency agreements or contracts with various Paid Leave partners or vendors. This includes data sharing agreements, intergovernmental agency agreements, memorandums of understanding, contracts for services, etc. Maintain inventory of all active agreements and serve as point of contact for Paid Leave leadership, managers and program staff. Monitor and evaluate performance on contracts.</p> <p>Oversee major program or interim projects by monitoring development, resources and implementation process to ensure achievement of goals and objectives of Paid Leave program. Monitor implementation of new legislation to ensure timely and accurate implementation.</p>

			<p>Analyze budgetary and operational data for alignment with overall policy strategies and state Paid Leave initiatives.</p> <p>Assist with creating and monitoring ways to effectively measure the performance and impact of the different aspects of the Paid Leave program.</p>
10%	N	E	<p>Other Duties</p> <p>Coordinate, develop and provide technical training to department staff, partners and invested partners and serve as a representative of the Paid Leave program to other organizations.</p> <p>Other duties as assigned.</p>
Ongoing			<p>Expectation of all Paid Leave Oregon employees: Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace; respect diverse opinions, ideas, and different lived experiences; support outreach and diversity-related efforts in order to diversify the workplace and promote equitable outcomes; provide prompt customer service; create and maintain productive working relationships; treat colleagues and the public inclusively, courteously, and respectfully; fully participate in the division's team work stream 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; consistently report to work, and on time.</p>
100%			<p>NOTE: Percentages of time assigned to each body of work might change based on the business needs and to ensure that Paid Leave Oregon can provide the best customer care to Oregonians.</p>

#### 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.**

Duties are performed in hybrid (office and remote) work location based on business need. It is expected that when working remotely, the person will demonstrate access to a broadband internet connection that meets or exceeds the minimum acceptable requirements. OED IT Services will provide the necessary hardware to employees. It is also expected that the person will have a private workspace to ensure confidentiality. The office space is set up with cubicles and audible distractions. May require long periods of sitting, standing, and using a keyboard for word processing. Business needs require frequent communication by telephone, email, and in person. These working conditions are experienced daily.

The employee should approach difficult conversations with a trauma-informed, person-centered approach, even if customers may be angry, or hostile. There may be constant use of telephone and computer system to process

work. Must be able to work in an open office environment which includes proximity to co-workers and fluctuating noise levels. Must be able to perform all aspects of the job under periods of high workload.

Must continuously integrate new and complex technical information into daily work. Must communicate effectively, both verbally and in writing.

The person in this position must have the ability to work and make program decisions independently in accordance with established guidelines, as well as collaborate and work on a team.

## 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 rules, regulations and statutes related to the Employment Department
- Oregon Revised Statutes
- Oregon Administrative Rules
- Legislative Direction
- Governor's Executive Orders
- Enterprise Information Services policies, processes, quality control standards and stage gate requirements
- Collective Bargaining Agreements
- Department of Administrative Services policies, protocols and procedures
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines and strategic plans including OED Strategic Plan, OED and WorkSource Oregon style guides, and Confidentiality Handbook
- Oregon Accounting Manual & Public Records Laws
- State Board by-laws, policies and goals
- OED priorities, OED Strategic Plan, Equity Lens
- Modernization Program standards and management plans and supporting documents;
- State and agency Records Retention Policies and Procedures
- Program and project management methodologies (e.g. PMBOK, PgMBOK)
- ADA requirements; and
- Best practices for online communications (websites), social and print media.

### b. How are these guidelines used?

To provide general and specific guidance to division director and other division staff, ensure division operates within appropriate procedures and policies. To respond to technical questions from division employees and the public. As a source to inform, and guide policy, performance, project, and operational work. As a source to ensure alignment of operations with federal and state guidance and law.

## 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>			
OED Employees	Phone, in person, in writing, via online platforms	Obtain/relay information/provide direction	Daily
Other OED Units	Phone, in person, in writing, via online platforms	Obtain/relay information	Daily
Director/Deputy Director	Phone, in person, in writing, via online platforms	Receive or provide information, assistance, receive assignments, planning	Daily

Employers, Public, Claimants	Phone, in person, in writing, via online platforms	Provide information, assistance, decisions	As Needed
Office of Administrative Hearings	Phone, in person, in writing, via online platforms	Discussing cases, procedural issues	As needed
Contributions & Recovery	Phone, in person, in writing, via online platforms	Concerning Paid Leave Contributions, Collections or Self-Employed elections	As needed
National Associations and Federal Agencies	Phone, in person, in writing, via online platforms	Explanation of issues, exchange of information. Coordination of reporting and grant requirements.	As Needed
Other State Agency personnel	Phone, in person, in writing, via online platforms	Obtain and provide information. Explain results, recommendations, studies; Information exchange, meetings	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position determines if language for rule and policy changes are consistent with intent and appropriate law and statutes; determines how to evaluate division program effectiveness and efficiency; determines if the program is effective or efficient; determines the impact of state legislative concepts and bills on the department; determines if draft legislative statute language is consistent with intent of legislation; determines which proposed federal legislation would significantly impact the division and Oregon's workforce system; determines when analysis of an issue is needed; and determines the methods used to conduct a wide range of analyses. This position sets priorities and timelines, and decides when to bring issues to attention of management and when to take action to correct issues.

The effects of these decisions may affect efforts to initiate new programs or sustain existing ones. Many decisions made will have a high level of political or public interest regarding the outcome; the scope and impact of recommendations and decisions may have impact on other activities within the agency as well as to various Paid Leave programs delivered by the agency or its partners, or to other jurisdictions' programs.

Decisions made by this position have high impact and may create significant risk for the agency in terms of executive branch, legislative, media, public and employee knowledge and perception of the agency's administration of the Paid Leave program. Incorrect decisions may negatively impact the agency's credibility and reputation. Effective decisions will increase the success of the program by engaging and communicating with internal staff and external stakeholders throughout the project with accurate and timely information.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
Paid Leave Director		In person, conference, phone, writing, via online platforms	As needed	The review is to determine acceptability & compliance of work completed in

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

				accordance with agency Mission, Goals & Values as well as Paid Leave desired levels of achievement.
Policy Manager		In person, conference, phone, writing, via online platforms	As needed	The review is to determine acceptability & compliance of work completed in accordance with agency Mission, Goals & Values as well as Paid Leave desired levels of achievement.

## 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?
- |  |   |
|--|---|
| <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:

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

Employee is required to possess and maintain a valid driver's license with an acceptable driving record to use a state vehicle. If not, you must be able to provide an alternate method of transportation.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<b>Note:</b> 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