



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
1/7/2026

Agency: Oregon Employment Department

Facility: Salem Central Office

☐ 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 Operations Manager 1</u>	b. Classification No:	<u>7085</u>
c. Working Title:	<u>Policy Manager</u>	d. PPDB No/WD ID:	<u>2110401</u>
e. Section Title:	<u>Paid Leave Oregon</u>	f. Agency No:	<u>47100</u>
g. Employee Name:	<u>Vacant</u>	h. Budget Auth No:	
i. Supervisor Name:	<u>Kaitlynn Chritton</u>	j. Repr. Code:	<u>MMS</u>
k. Work Location (City – County):	<u>Salem</u>		
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.

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:**

The purpose of this position is to lead the development and implementation of policy for Paid Leave Oregon and manage a team of analysts that research and analyze legislation and policies, develop administrative rules, develop and revise program materials, prepare policy guidance, and support the legal sufficiency of program administration. This includes guiding processes to identify and prioritize policy work, review policy work, and get inputs and make decisions on policy work. The person in this position oversees the creation and implementation of standard operating procedures for the policy unit.

The position reports to the Paid Leave Operations and Program Support Manager and is part of Paid Leave Senior Management. The position requires a significant amount of collaboration with all areas of the Paid Leave program.

All Paid Leave Oregon managers are expected to utilize a trauma-informed, healing-centered approach in managing their teams and lead with a customer-centered, equity-focused approach in their work.

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
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.			
40%	NC	E	Staff Management Manage the program policy team, including Operational and Policy Analysts 3s and Operations and Policy Analysts 2s. Build a team centered on Paid Leave Oregon’s culture and values on diversity, equity, and inclusion, in which all team members are treated with respect and dignity and are empowered to contribute to the vision of the section program.

			Lead the recruitment, hiring, and onboarding of staff, ensuring the recruitment processes follow the program's standards and goals on diversity, equity, and inclusion and establish a team that is representative of all Oregonians. Supervise the team, including establishing work schedules, assigning work, monitoring performance, providing training, coaching, and professional development opportunities to help team members to meet expectations and achieve their professional goals. Follow a trauma-informed, healing-centered approach in resolving conflict within the team and in addressing performance or disciplinary concerns with team members. Perform all personnel functions for employees as described in agency Administrative Policies & Procedures, including completing performance review and recommending or initiating disciplinary action as appropriate.
25%	R	E	Policy Operations Management Lead the development and implementation of unit operating processes and procedures consistent with program goals and policies, ensuring a customer-focused, trauma-informed approach aiming for universal and equitable access to benefits. Manage policy-related work for all Paid Leave program areas. This includes oversight of: • Research, development, review, and decision-making of paid leave policy, in coordination with business units. • Formal rulemaking processes to ensure adherence with legal requirements and agency processes. • Policy support for legislation, in coordination with Operations and Policy Analyst 4. • Creation and review of program materials. • Provision of policy guidance to all program areas. • Support to ensure legal sufficiency of the program. Contributes to planning and goal setting for the Operations and Program Support section, in collaboration with the section management team. Oversees the development of short- and long-term objectives to meet established goals for the section and the program overall.
20%	R	E	Policy Review and Analysis Provides technical assistance regarding how to apply laws, policies, and procedures for Paid Leave Oregon. Identifies and assigns areas for new policy development and policy revision based on gaps, customer and business area feedback, data analysis and other sources. Reviews and provides feedback to team on research and policy materials before formal decision-making processes.

			Evaluates policy recommendations and makes policy decisions that have significant impacts on program administrations. Uses judgement to bring decisions to section manager for approval on critical decisions. Reviews escalated public-facing materials, training materials, and standard operating procedures to ensure compliance with law and rule.
5%	R	E	Represents the division at national, state, or local conferences, seminars, or workshops where appropriate. Acts as division contact with representatives of other state and federal agencies, legislators, Advisory Committee members, professional organizations, and the public for the purpose of providing information about the Paid Leave Oregon program.
5%	NC	E	Participates in cross-division strategic planning, coordination, and development and implementation of initiatives. Communicates regularly and effectively throughout the division and gives relevant information about staff; works closely with the management team on areas where the work overlaps.
5%	N	E	Other projects as assigned.
Ongoing			Expectations of all Paid Leave Oregon employees: Foster and promote the importance and value of a diverse, discrimination and harassment-free workplace. Respect diversity of opinions, ideas and cultural differences. 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 by treating colleagues and the public with a trauma-informed and person-centered approach. Fully participate in work teams, division and department projects. Collaborate with coworkers to improve work processes. Strengthen interpersonal skills. Provide and receive feedback and suggestions in an open and constructive manner. Consistently report to work on time and respect department policies.
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.

This position is hybrid, with 1-2 days per month in the office and the remaining days remote. The position can be fully in the office if preferred or conditions for remote work are not met. The number of days in the office will increase during certain periods of implementation when more in person work is required or for scheduled meetings and work sessions.

This position requires extensive use of computer using various software packages. There is frequent communication through telecommunications applications, including virtual meetings on camera, email, phone, and messaging. Work in office is performed in an open office environment

and audible distractions. Work may include frequent meetings, interaction with public, and interaction and collaboration with agency stakeholders and partners.

The person in this position will experience high workload and rapidly changing priorities. Work often involves multitasking, short timelines, strict deadlines, and the need to deal with conflicting priorities.

The person in this position is expected to work extended hours on an as-needed basis, and may require irregular hours, including night and/or weekend work.

Work may require infrequent overnight travel out of state for conference attendance, and occasional overnight travel to geographically dispersed program locations throughout the state, as well as occasional public speaking.

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
Procurement	Phone, in person, in writing, via online platforms	Contracts and Information Sharing Agreements	As Needed
Information Services	Phone, in person, in writing, via online platforms	System access questions	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position is responsible for making decisions relating to the management of the Policy Unit. Decisions include the establishment of priorities, goals, and objectives; establishment of processes and procedures for the unit; staff hiring and discipline; and other matters.

The decisions made by this position will directly impact on the implementation, operation and success of the Paid Leave Oregon program and the services it provides to Oregon's employees and employers. Decisions will directly impact the ability of the public to access the Paid Leave Oregon program and to support it.

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".

Operations & Program Support 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.
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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? 15
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 | ☒ 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:

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

A valid driver's license with a good driving record is required to drive any vehicle on state business.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
Personal Services, Services & Supplies	\$75,000.00	General Fund

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