STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
10/20/2025

Agency: Employment Department

Facility: Various

☒ 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: Public Service Representative 3 **b.** Classification No: 0323

c. Working Title: Customer Care Representative **d.** PPDB No/WD ID:

e. Section Title: Paid Leave Oregon **f.** Agency No: 47100

g. Employee Name: **h.** Budget Auth No:

i. Supervisor Name: **j.** Repr. Code: OAH

k. Work Location (City – County): Various

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:

This is a critical position that supports Oregonians through our contact center by taking phone calls regularly. The position will provide customer care and address customers questions regarding the Paid Leave program over the phone. A significant portion of calls received are general inquiries that are non-transactional. This position will be trained to address these nontransactional claim inquiries while also recognizing when a claim needs to be routed to another queue to be reviewed by others. This is a new position that may have changing duties and fluctuating assignments. This position requires a strong ability to manage difficult conversations with a trauma informed, person centered approach to provide an excellent customer experience that aligns with Paid Leave Oregon's customer care principles and 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

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

95%	N	E	Provides technical assistance to diverse populations including employers, employer representatives, and customers over the phone to understand or complete processes related to Paid Leave Oregon. Receives a high volume of calls regularly through a queue based phone system; verifies demographic or wage information upon contact with customers and maintains confidentiality. Handles phone calls with a trauma informed and person centered approach to provide excellent customer care based on Paid Leave's customer care principles. Reviews customer information and documentation to assess if any documentation is missing to process a benefits application or other documentation as requested by the customer. Assists customers in filing or resolving their claims including help any additional information when needed. Enters information and documentation into Franes Online for all types of claims; updates customer account notes and documents each action or conversation taken on the claim. Has general knowledge of the Paid Leave Safe Leave program, and Individual Tax Identification

			Number (ITIN) customers; addresses customers calls in an empathetic manner and prioritizes the customer's safety at all times. Maintains and complies with the agency's privacy and confidentiality policies. This means being mindful about the phone number being used when calling them back or the information shared when someone else answers the call. Refers to appropriate team as needed. Provides customer care services over the phone or in written messages to resolve claims questions or refer claimants to resources including internet sites, WorkSource Oregon offices, and other partner resources. Sends required forms and instructions to claimant for completion. Provides basic information to employers, claimants, and the general public in accordance with the state confidentiality laws and rules regarding other Department services including but not limited to: Paid Leave, WorkSource Oregon center services, Unemployment Insurance, and Contributions. Refers to the appropriate staff and advices of written materials for job search and career information, labor market conditions, wages, and employment trends. Refers customers to Oregon.gov, Oregon Labor Market Information System (OLMIS); Career Information System; Bureau of Labor and Industries Apprenticeship Program.
5%	N	E	Maintains a working knowledge of policy, procedure and guidelines changes and how those changes impact processes, or calls. Communicates 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. Responds to web notices from customers, processes address change work items, and participates in various special projects to accommodate customer needs within their scope of work.
Ongoing			Expectation 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 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 fairly, courteously, and respectfully; fully participate in work teams, division and department projects; collaborate with co-workers to improve work processes; strengthen interpersonal skills.

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/remote) work location based on the business need. It is expected that when working remotely, the person will demonstrate access to 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.

Employee must have a valid driver's license and an acceptable driving record. If not, employee must be able to provide an alternate method of transportation.

Should approach difficult conversations with customers with a trauma-informed, person-centered approach, even though customers are frequently, angry, or hostile. Constant use of telephone and computer system to process work. Must be able to work in an open office environment which includes close 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

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.

- Paid Leave Oregon Operational Standards;
- DAS policies, protocols, and procedures;
- Oregon Revised Statutes;
- Oregon Administrative Rules;
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines and strategic plans including OED Strategic Plan, OED style guide, and Confidentiality Handbook; • OED priorities; and
- Equity Lens.

b. How are these guidelines used?

These are all used to properly process calls within timeliness limitations, to complete the proper forms, to use the terminal effectively, and to communicate with others without breach of confidentiality. The position requires use of independent judgment and problem solving skills.

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?
OED Employees	Phone, in person, in writing, via online platforms	Obtain/relay information/provide direction	Daily
Employers, Employer Representatives	Phone, in writing, via online platforms	Obtain/relay information	Daily
Claimants	Phone, in writing, via online platforms	Obtain/relay information	Daily
Contributions and Recovery unit	Phone, in person, in writing	Consult on process, clarify information.	As needed

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

SECTION 7. POSITION RELATED DECISION MAKING

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

Handles direct telephone calls with customers to gather information and help other teams process Paid Leave Oregon applications or claims. The quality of the decision will have a direct effect on how efficient claims applications are processed. The quality of work will have a direct effect on the customers applying for benefits in some of their most important and critical moments. Decisions effect workers' livelihoods, the Department image, and the overall quality and integrity of the Paid Leave program.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
ESS1		In person, conference, phone, writing, via online platforms	As needed	Review progress being made for on time completion of projects and assignments

Note: *If additional rows of the below table are needed, place curser 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? 0

How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ 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:

Attributes:

- Commitment to advancing equitable outcomes with valuing diversity and promoting inclusion
- Skilled in using computer systems to input and analyze data as well as practical experience using Microsoft office, including Excel, Word, Outlook and databases
- Experience providing excellent customer care for both internal and external customers in a high-volume call center; ability to understand and explain program requirements over the phone
- Strong analytical skills: ability to collect, analyze, and problem-solve information

- Strong written, verbal, and nonverbal communication skills
- Demonstrates initiative and ability to provide independent judgement on an ongoing basis
- Attention to detail with time management skills for processing large amounts of information or calls

Assuring that service delivery is provided in an intercultural competent, equitable, and inclusive way that is in alignment with OED and Paid Leave Oregon values and guidelines, and ensures a great customer experience.
This position works collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information, and contribute to the team's success as necessary.

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 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