



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
02/23/2026

This position is:

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

Agency: **Employment** Department

Facility: **Salem** Central Office

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Business Operations Manager 2</u>		b. Classification No: <u>7084</u>	
c. Working Title: <u>Operations and Program Support Manager</u>		d. PPDB No/WD ID: <u>1981307</u>	
e. Section Title: <u>Paid Leave Oregon</u>		f. Agency No: <u>47100</u>	
g. Employee Name: _____		h. Budget Auth No: _____	
i. Supervisor Name: <u>Ellie Johnson</u>		j. Repr. Code: <u>MMS</u>	
k. Work Location (City – County): <u>Salem CO</u>			
l. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share			
m. FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt		If Exempt: <input type="checkbox"/> Executive/Supervisory <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer	
		n. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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:

Manage and provide strategic leadership for the Paid Leave Operations and Program Support (OPS) section—encompassing Compliance, Learning & Development (L&D), Policy, and Systems—to deliver the legal framework, training, tools, and guidance that equip staff and managers to provide consistent, people-centered, equity-driven service. This position aligns and coordinates unit work plans; establishes operational policies and procedures; and leads process improvement, performance monitoring, business process mapping, tracking, and quality assurance. A core function of this role is strengthening OPS’s collaborative model and feedback loop, where Compliance insights inform L&D training and curriculum needs; Policy decisions are translated into practical, accessible knowledge; and Systems ensures technology supports program design and staff workflows. Through this integrated approach, every rule change, system update, and operational decision becomes actionable, well-supported learning that drives consistent, high-quality service delivery across the program.

The position serves as a liaison to the Employment Department budget and the Administrative & Business Services teams, and as a member of the Paid Leave Leadership and Management teams, to plan and develop strategic and operational goals and objectives for the program.

Ensures that section processes are inclusive, trauma-informed, and accessible, including removing barriers encountered by Oregon’s communities—especially historically underrepresented and remote communities—through plain language, language access, culturally responsive practices, and accessible technology. Embeds equity impact considerations into policy development, rulemaking, systems changes, training, and communications; utilizes L&D to create, build, and update the manager and employee toolkits that support consistent, high-quality service; and uses continuous feedback loops across Compliance, Policy, Systems, and L&D to identify and address inequities in real time.

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

20%	N	E	<p>Program Leadership Supports the development of short- and long-range objectives for the division and strategies for achieving those objectives. May assist in the preparation of the division budget and participate in forecasting additional funds needed for staffing, equipment, materials, and supplies.</p> <p>Supports the development of cross-section processes, procedures, and communications to ensure collaboration across sections and efficiency in program administration. Assists with the implementation of program-wide or agency-wide projects or initiatives, or identifies staff to support such projects or initiatives, as requested/relevant.</p> <p>Facilitates the OPS unified model (Compliance, Policy, Systems, and L&D) by maintaining a structured feedback loop wherein Compliance insights inform the development and training of staff by L&D,; Policy changes are translated into plain-language guidance and procedures by the Policy team; and Systems works in conjunction to refine & prioritize system updates to align and enable usable, accessible tools for staff and customers.</p> <p>Keeps program leadership informed on important policy, system, and compliance developments and progress on training plans and seeks executive guidance and decisions in accordance with established procedures. Advises division director, deputy director, and section managers on law, rule, and policy for Paid Leave, including risks and advantages of decisions.</p> <p>Coordinates with other Paid Leave sections, Unemployment Insurance Benefits, Unemployment Insurance Operations, and Workforce Operations in program planning and implementation to better serve customers. Participates in committees, task forces, and boards to solve problems, develop or enhance products or systems, increase collaboration, and plan for change.</p> <p>L&D ensures that strategic decisions, policy changes, and system enhancements are supported by change management, training, and tools that translate strategy into staff capability and consistent service.</p> <p>Liaises with Frances Production Support Team on system development work to ensure effective collaboration with OPS. Participates in the Agency Prioritization Group with the deputy director and prioritizes SQRs based on established priorities and ad hoc needs from leadership.</p> <p>Keeps program leadership informed about OPS staff engagement and shares relevant feedback received from the section. Represents the needs and interests of the section with program leadership.</p>
50%	N	E	<p>Section Leadership Leads strategic planning to develop short-term and long-term objectives for the section that include goals and objectives for each unit and strategies for achieving those goals and objectives. Ensures that the section operations further section goals and objectives and adjusts as needed. Determines and implements the most effective utilization of resources to ensure the efficient and effective provision of services by the section.</p> <p>Supports unit managers to develop, implement, and monitor work plans following established division/program goals and performance measures</p>

		<p>and section goals and objectives. Provides leadership on the development and documentation of section structures, processes, and procedures for each unit within the section to ensure section goals and objectives are achieved and staff are supported.</p> <p>Evaluates section operations and program functions. Leads processes to change procedures and document business functions and systems. Monitors business processes and systems and implements continuous improvement initiatives on procedures, processes, and systems to maximize operating efficiency and to establish and maintain controls. Integrates compliance findings to inform policy refinements, training content, and system updates; applies human-centered design and accessibility standards to improve usability and reduce barriers.</p> <p>Monitors performance against the section budget. In collaboration with division leadership, develops, monitors, assesses, adjusts, and manages the section's budget.</p> <p>Leads section meetings and prepares section communications and guidance, ensuring that staff receive all relevant information to meet expectations for their work.</p> <p>Ensures communications are plain-language, accessible, and culturally responsive, and that manager & employee toolkits and manuals are kept current with policies, procedures, and system changes.</p> <p>Oversees the work of Paid Leave OPS through subordinate managers, ensuring the work is completed in alignment with OED's and Paid Leave's mission and operating principles to support universal and equitable access to Paid Leave.</p> <p>The work of Paid Leave OPS includes:</p> <ul style="list-style-type: none"> • Compliance Team: Collaborates across the division to ensure that compliance processes are developed collaboratively with impacted sections. Establishes program compliance metrics for all areas based on statutory and policy requirements, analyzes compliance and performance on metrics. The team reviews decisions for accuracy and adherence to policy. Their reporting and improvement recommendations help inform training, system updates, and policy refinements, creating a feedback loop that strengthens program integrity—and to anticipate impacts on compliance reviews and operations. • Reports on compliance performance to program leadership, other interested parties, and the Advisory Committee. Links performance reporting to training updates, SOP revisions, and system change backlogs for closed-loop improvement. • Learning & Development team: Collaborates across the division to ensure managers and staff have the knowledge, skills, and abilities to succeed in their roles and are engaged in their work and team. Developing and nurturing a culture in which people want to join, feel they belong, and choose to stay.
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			<ul style="list-style-type: none"> ○ Ensuring our employees have the foundational and technical skills and resources to deliver excellent service internally and externally. ○ Developing our employees for what is now and next. ○ Developing our management team to excel at the people and the business sides of the work. ○ Being a resource to managers and their teams from onboarding through exit. ○ Building a trauma-informed program, including providing consultation, training, and technical assistance. ○ Ensuring employees have access to current and up-to-date information and knowledge bases to effectively do their work. <ul style="list-style-type: none"> ● Policy Team: Develops and interprets policy, leads administrative rulemaking, and provides legislative support. They ensure clarity and consistency by maintaining and updating letters, forms, e-screens, guidebooks, website content, and fact sheets—all in close coordination with other teams to keep information accurate and accessible. ● Policy development, including planning, researching and analyzing pertinent issues, laws, regulations, and impacts, making recommendations, facilitating decision-making processes, and implementation of policy decisions through administrative rules, policy guidance, and other means. Ensures downstream translation of policy into training, SOPs, and tools (with L&D and Systems) for consistent application. ● Administrative rulemaking, including rule drafting, coordination of administrative rule review processes, coordination and facilitation of Rule Advisory Committee meetings and public hearings, and completion of formal rulemaking materials and steps. Coordinates L&D and Systems involvement so rule changes are implemented with effective change management, testing, and training. ● Technical assistance to the division and agency regarding the application of laws, policies, and procedures applicable to the Paid Leave program, including preparing policy guidance materials and reviewing materials for policy accuracy, including Standard Operating Procedures, training materials, and public-facing materials. ● Supporting legislative work that could include preparing testimony, engagement with the legislature, drafting legislative concepts, preparing and reviewing legislative reports, as well as helping implement legislative changes. Reviewing and analyzing proposed legislation as needed, considering the impact on core business functions, budget, and risks/issues, with a focus on equity implications and ensuring equitable access to Paid Leave benefits. Ensures operational readiness through coordinated systems updates and staff training.
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			<ul style="list-style-type: none"> Processes release of information requests from interested parties to ensure that information released conforms to program’s law and rule. Oversees responses to discrimination complaints from workers, employers, legislators, agency staff, other agency staff, and others. Identifies trends and provides guidance to other sections as applicable to ensure that concerns identified are being addressed or engages in policy development to identify potential adjustments to administrative rules or law. Uses trends to inform policy updates, training modules, and system improvements as part of the OPS feedback loop. System Team: Partners with Policy and Learning & Development to ensure technology aligns with program needs. They lead system testing, provide technical support, and maintain SOPs, while managing system development projects and SQR processes to keep operations running smoothly. Guides program efforts to integrate systems and processes with the agency’s IT division, as well as program interactions with other state agencies, such as the Department of Consumer and Business Services, the Department of Revenue, or the Department of Treasury. Coordinates the Frances enhancement and development processes. That includes collaborating closely with other sections to define development priorities each quarter based on their most urgent needs or implementing mandates. Based on findings or feedback, recommend quarterly priorities to the program director. Develops and leads project management plans for system changes, including policy and system work, development support, and change implementation. Ensures L&D readiness (training plans, job aids, toolkits) for each release and measures adoption and service impact. Oversees testing of system enhancements as well as the development of system standard operating procedures that are used by the impacted teams and Learning & Development to ensure effective change management and training for staff. Verifies that enhancements are usable and accessible, and that staff have the knowledge, tools, and guidance to implement changes consistently.
20%	N	E	Supervision and Performance Management

			<p>Performs supervisory functions for the Paid Leave OPS management team and staff by interviewing, recommending, or hiring new staff members; providing or arranging for training for subordinate managers and staff; evaluating performance; developing performance plans based on the Performance and Accountability Feedback model; coaching and counseling managers and staff; recommending or initiating personnel actions such as promotions, transfers, or disciplinary action to insure adequate and competent staffing; and resolving grievances with employees. As well as ensuring that all personnel actions and performance evaluations are conducted with fairness, transparency, and a commitment to diversity, equity, and inclusion.</p> <p>Develops and establishes performance goals for each classification under area of responsibility. Collaborate with other section managers in identifying benchmarks and goals for staff performing same or similar functions across work streams, ensuring equity in performance expectations. Establish the proper reporting mechanisms to ensure that managers have the necessary data and metrics to regularly provide feedback to staff and coach them to improve performance as needed.</p> <p>Encourages, implements, and models an inclusive workplace environment founded on the agency and program values and operating principles. Supports, leads, and carries out the program and agency's affirmative action, diversity, equity, and inclusion goals and responsibilities.</p> <p>Maintains a professional attitude and inclusive work environment free of harassment and other forms of discrimination. Builds positive and collaborative relationships with others, especially with Paid Leave managers and agency managers.</p>
5%	N	E	<p>Represents the division at national, state, or local conferences, seminars, or workshops where appropriate, ensuring that diversity, equity, and inclusion principles are integrated into all discussions and presentations.</p> <p>Acts as division liaison with representatives of other state and federal agencies, legislators, Advisory Committee members, professional organizations, and the public for the purpose of providing equitable access to information about the Paid Leave program's goals, objectives, and resolving issues of concern. Monitors similar programs in other states and activities related to the program on a federal level.</p>
5%	N	NE	<p>In the absence of the Paid Leave Director and/or Deputy Director, may serve as division leader with full signature authority.</p> <p>Completes other duties as assigned.</p>
Ongoing			<p>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</p>

			interpersonal skills. Provide and receive feedback and suggestions in an open and constructive manner. Consistently report to work on time and respect department policies.
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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.

Should approach difficult conversations with internal or external customers with a trauma-informed, person-centered approach, even though customers are often frustrated, overwhelmed, and upset. This approach prioritizes empathy, understanding, and respect for the individual’s experiences and emotions. 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 following established guidelines, as well as collaborate and work on a team, showing openness to feedback, and the ability to use the skills and perspectives of team members

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.

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;
- OSCIO 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 the 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. To ensure alignment of operations with federal and state guidance and law. To create new processes or programs within the section that are consistent with such directives.

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 executives, managers, and employees	Phone, in person, in writing, via online platforms	In person meetings, schedule meetings, share information, send instructions, complete and review assignments, obtain information	Daily
Other state and federal agency representatives	Phone, in person, in writing, via online platforms	In person meetings, schedule meetings, share information, send instructions, complete and review assignments, obtain information	As needed
General Public	Phone, in person, in writing, via online platforms	Provide information, negotiate resolutions, and resolve problems. Discuss internal policy, legislation, program letters, and other communication to ensure proper level of customer service	As needed
Legislators, Advisory Committee members	Phone, in person, in writing, via online platforms	In person meetings, schedule meetings, share information, send instructions, obtain information	As needed
Office of Administrative Hearings	Phone, in person, in writing, via online platforms	Resolution of issues relating to the administrative hearings process	As needed

Note: If additional rows of the below table are needed, place cursor 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.

This position is responsible for making decisions relating to the management of the Paid Leave OPS section. Decisions include the establishment of priorities, goals, and objectives for the section; working in collaboration with other sections of Paid Leave, Modernization, and other OED divisions and partner agencies to ensure effective operations; determining courses of action to take in order to facilitate improvements in program performance; creating and reviewing standard operating procedures, and project management processes and policies governing the Paid Leave program; staff hiring and discipline. The decisions made by this position will directly impact the operation, and success of the 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 program.

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

Division Deputy Director	000000106458	Update meetings. Review of project status and operational performance reports. Review of draft work product.	As needed	Ongoing awareness of performance through results with constant feedback. To maintain quality performance and ensure there is an understanding and proper performance of duties. To ensure division and agency goals are being met, that plans for major initiatives are sound.
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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? 10
 How many employees are supervised through a subordinate supervisor? 50+

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for 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:

The person in this position must have the demonstrated management ability and experience in the following competency areas:

- **Communication:** The ability to effectively articulate and exchange information with internal and external interested parties. Excellent communication skills, both orally and in writing, to a wide range of people.
- **Innovation:** Experience ensuring a process that allows ideas to be evaluated, adopted, and implemented when appropriate.
- **Intentional Engagement:** The ability and commitment to consider and appreciate multiple perspectives, backgrounds, and values, integrating and including them throughout the organization.
- **Mentoring and Developing People:** Proven experience engaging employees at all levels of the organization, recognizing their potential, and supporting their future career growth.
- **Stewardship:** The ability to responsibly manage resources, actively promote a culture in which those resources are effectively used and implement practices and strategies with accountability standards that support agency mission and goals.
- **Business Acumen:** Experience managing in the areas of financial, budgeting, procurement and contracting, information technology, human resources, decision-making, planning, and program resources to meet the organization's mission.
- **Prior experience providing leadership, management, and decision-making through planning, prioritization, allocation, and development of assigned resources that support agency mission and goals. Must have knowledge and understanding of complex federal and state statutes, regulations, and policies.**

The person in this position must model the agency's values of integrity, respect, and community to support a positive and safe learning and working environment. They must also adhere to the agency's operating principles. Must support, promote, and model the Employment Department's commitment to valuing diversity. They must seek to understand the value of differences in age, ability, race, religion, gender, and beliefs within the workplace through open communication and willingness to receive feedback; by reviewing policies, letters, and other materials; by attending diversity awareness training on a regular basis; and through the daily performance of employee management and other assigned duties.

This position requires successfully passing a criminal records check, which may require a fingerprint-based records check, as a condition of employment. Employee must have a valid driver's license and an acceptable driving record. If not, the employee must be able to provide an alternate method of transportation.

Given the nature of this position, it is expected that the person in this position will occasionally work more than the regular working hours, including during the weekend, to ensure that business needs are met.

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

TBD		

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