



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
10/24/25

This position is:

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

Agency: Office of Administrative Hearings (OAH)

Facility: Office of Administrative Hearings

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Legal Support Services Supervisor 2 b. Classification No: X7426
c. Working Title: Operations Manager d. PPDB No/WD ID: 0000126 / 000000011591
e. Section Title: Office of Administrative Hearings f. Agency No: 47100
g. Employee Name: _____ h. Budget Auth No: _____
i. Supervisor Name: Jeffrey Rhoades j. Repr. Code: MMS
k. Work Location (City – County): Salem / Marion Co. (Hybrid Remote) -or- Tualatin / Washington Cty.

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 Office of Administrative Hearings (OAH) is charged under ORS 183.605-.690 with conducting contested case hearings and issuing orders when a citizen or business disputes action taken by a state agency. Hearings and orders are core legal elements of formal proceedings which impact the substantive rights and obligations of parties. The mission of the OAH is to serve the public by providing fair, accessible and efficient contested case services in a neutral forum. Over 59,000 contested cases are referred from roughly 70 state agencies, boards, commissions and political subdivisions throughout the state each biennium. These cases are organized into the following non-exhaustive list of program areas:

- Unemployment Insurance benefit appeals and Unemployment Insurance tax appeals for the Oregon Employment Department;

- Paid Leave Oregon benefits and contributions appeals from the Oregon Employment Department;
- Establishment, modification and enforcement of child support orders for the Division of Child Support;
- Appeals of license suspensions for the Division of Motor Vehicles;
- Public benefit and regulatory hearings for the Department of Human Services and the Oregon Health Authority;
- Involuntary medication hearings for the Oregon State Hospital;
- Water rights hearings for the Water Resources Department;
- Special contract cases, such as police and fire retirement and disability benefit appeals for the City of Portland; and
- Hearings for dozens of professional licensing and regulatory agencies, including but not limited to the Oregon Department of Transportation, the Department of Education, the Oregon Liquor and Cannabis Commission, the Oregon Medical Board, the Oregon Nursing Board, the Teachers Standards and Practices Commission and the Department of Environmental Quality

The OAH employs administrative law judges (ALJs) and operational support staff located in Salem, Tualatin, and Eugene- with satellite offices in Portland, Medford and Bend. Legislatively approved budget totaled roughly \$40 million dollars during the 2023-2025 biennium. Office operations are funded by agency reimbursement for services rendered and rates for services are designed to be “cost neutral” for the customer agency.

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 primary purpose of this position is to manage operations staff and coordinate overall administrative support within the Office of Administrative Hearings. Duties may also include providing coverage for other program areas according to business needs and expertise. Responsibilities include directly overseeing the receipt, processing, scheduling and completed disposition of all hearing cases. This position works with the Chief Administrative Law Judge (CALJ) in the ongoing operations of the hearings program by developing and monitoring operational procedures, preparing technical and administrative reports, determining operational resource needs and participating in operational and strategic planning.

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”.			
50%	NC	E	<u>Operations Management</u> <ul style="list-style-type: none"> • Manages operations by assigning work to operations staff, developing work procedures in support of agency and division policy, establishing workflow and monitoring work performed by operations staff in order to meet established goals, objectives and target dates; • Provides technical, procedural and systems information and advice to staff within the OAH and to individuals and groups affected by OAH services;

			<ul style="list-style-type: none"> • Designs and produces management reports on a scheduled and ad-hoc basis; • Reviews and analyzes OAH operations to determine program effectiveness and quality of services and recommends program improvements and enhancement; • Establishes and maintains open and effective lines of communication among the operations staff; between operations staff, Administrative Law Judges (ALJ) and management; and with state agency staff to evaluate workflow, improve processes and diffuse problems; • Independently generates and analyzes statistical data regarding quantity and timeliness of all facets of the hearing process, identifies areas of noncompliance, and recommends actions or solutions to management for discussion or decision; and • Investigates and responds to customer inquiries and complaints.
30%	NC	E	<p><u>Operations Staff Supervisions & Time Management</u></p> <ul style="list-style-type: none"> • Coordinates recruiting activities, interviews and recommends hiring new operations staff by working close with HR department; • Evaluates employee performance and provides verbal and written evaluations as regularly required, or as needed to coach employees, facilitate improvement or recognize accomplishments; • Provides or arranges for training of operations staff; • Recommends and coordinates personnel actions such as promotions, transfers or disciplinary action to ensure adequate and competent staffing; • Prepares and updates position descriptions and work plans, and monitors plans for effective training, cross-training, and utilization of individual staff skills to match essential operational functions; • Determines individual training needs, creates training plans accordingly, and guides employee development; • Assigns and reviews progress of work assignments and sets priorities to ensure deadlines and goals are met; • Authorizes leave and overtime schedules, monitors employee time charging and approves employee payroll input; • Maintains appropriate documentation of personnel files; • Resolves personnel grievances and work-related conflicts; • Assures compliance with state and agency human resource policies, and collective bargaining agreements; • Communicates with staff to monitor volume of operations staff workload, adjusts accordingly, and directs staff to travel between worksites or directs electronic transfer of operations staff workload between offices;

			<ul style="list-style-type: none"> Evaluates and forecasts operational staffing needs compared with budgeted allowances and recommends resolution of any discrepancies; Establishes workflow procedures between operations staff and ALJs who work out of their homes; and Monitors operations staff work product for consistency, uniformity, quality and timeliness.
10%	NC	E	<u>Program Management</u> <ul style="list-style-type: none"> Performs related duties such as conducting operations staff meetings, both in person and virtual, and participating in executive team meetings, agency program area steering committee meetings, and strategic planning meetings. Maintains OAH computer and paper files for operational matters including policy and procedure manual. Independently completes complex and unique projects as assigned by managers. Performs other duties, projects, reports and assignments as directed by managers.
10%	NC	E	<u>Advice to Chief Administrative Law Judge and Executive Team</u> <ul style="list-style-type: none"> Serves with other Operations Managers and Presiding Administrative Law Judges (PALJ) on internal executive team; Collaborates to ensure CALJ is provided with operationally accurate information required for formulation of policies and procedures governing the work of the office; Assists in reviewing legislation for operational impacts on the organization; Carries out special projects on request to analyze operational implications of proposed policies and procedures for ALJs and operational staff; Assumes duties of other operations managers when they are unavailable due to leave or business needs.
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.

Office environment, with travel required to other offices and outlying hearing locations, sometimes involving overnight stays. May require irregular hours including weekends, holidays and evenings, as determined by business needs. Involves regular contact with the public, with occasional hostile or uncooperative parties or witnesses, and dealing with controversial or politically sensitive issues.

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.

Oregon Supreme Court and Court of Appeals decisions; Employment Appeals Board decisions; Oregon statutes and agency administrative rules; applicable federal laws and regulations; Attorney General's Administrative Law Manual and the Model Rules under the Administrative Procedures Act; OED and DAS policies; SEIU and AFSCME Collective Bargaining Agreements; internal and agency manuals.

- b. How are these guidelines used?

The Oregon Revised Statutes, Oregon Administrative Rules, Uniform and Model Rules Procedure under the Administrative Procedures Act, Employment Appeals Board and court decisions are used to ensure hearing practices remain in compliance. DAS policies and the Collective Bargaining Agreements are closely followed to ensure supervisory functions are performed accurately.

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?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
OAH Managers	In-person, by telephone, email	Coordinate and preside over OAH hearings programs	Daily
Chief Administrative Law Judge	Same	Same	Daily
Other Agency Managers	Same	Coordination of programs, appeals and decisions	Weekly
Parties and attorneys	Same	Resolve issues, respond to inquiries	As needed
Department of Justice and DA offices	Same	Same	As needed
Agency representatives	Same	Same	As needed
OED HR	Same	Personnel issues	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position makes decisions regarding employee performance and business needs related to OAH programs. This position will make recommendations to the Chief ALJ regarding assignment of employees to OAH programs and FTE utilization. This position will identify training needs within assigned programs. This position may cover other operational program areas according to business needs or expertise.

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".

Chief ALJ (Legal Dispute & Resolution Administrator 2)	0000407	In person, by telephone and in writing	Daily	Coaching and Performance Review
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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? 5-20
How many employees are supervised through a subordinate supervisor? NA
- 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 |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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 requires a fingerprint-based records check, as a condition of employment. This position has been designated to have authorized access to FBI CJIS information. To verify identification, the employee shall be subject to a CJIS fingerprint-based record check within 30 days of notice from management to verify identification.

This position may require travel. Employee is required to possess and maintain a valid driver's license with an acceptable driving record to check out a state vehicle. If not, they 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

Note: 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