



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
06/26/2024

This position is:

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

Agency: Oregon Employment Department

Facility: WSO Location

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

Business and Employment Specialist	
a. Classification Title: <u>2</u>	b. Classification No: <u>C6699</u>
c. Working Title: <u>Employment Specialist (BES2)</u>	d. PPDB No/WD ID: _____
e. Section Title: <u>Workforce Operations</u>	f. Agency No: <u>47100</u>
g. Employee Name: _____	h. Budget Auth No: _____
i. Supervisor Name: _____	j. Repr. Code: <u>OAH</u>
k. Work Location (City – County): <u>WorkSource</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 type="checkbox"/> Exempt <input checked="" 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 checked="" type="checkbox"/> Yes <input 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.

This position exists within the Workforce Operations Division of the Employment Department. Workforce Operations staff provide guidance and support to WorkSource Oregon Centers as well as oversee federal programs. Workforce Operations has functional authority over and responsibility for Title III (Wagner-Peyser Act) of the Workforce Innovation and Opportunity Act (WIOA). Workforce Operations staff focus on building relationships, coordinating efforts, and aligning service delivery with other workforce partners in an effort to assist businesses to recruit the best qualified applicants and provide resources to job seekers in support of their employment needs.

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:

From any WorkSource Oregon (WSO) center, provide services to Oregonians by conducting guidance and training on work search and developing the skills of individuals to assist them in becoming marketable to employers. Provide services to employers seeking qualified and skilled workers. B&ES assists businesses through customizable recruitment services and assists job seekers to find acceptable work. The position helps businesses secure federal tax credits and offset training costs when new employees are hired from specific populations and collaborates with many partner agencies and organizations to assess the job-readiness of candidates and provide links to training programs if needed. The program serves businesses and job seekers at no charge. The position engages, informs, and assists the emerging, current and transitioning workforce, with an emphasis on serving “target populations” such as Veterans, People with Disabilities, Migrant Seasonal Farm Workers, participants that received training, and clients receiving public assistance. The program works to grow robust economies by supporting innovative local workforce delivery systems focused on economic development objectives. B&ES partners include regional and local training providers (Workforce Innovation and Opportunity Act “WIOA”), the Oregon Workforce Investment Board, local Workforce Investment Boards, the Department of Community Colleges and Workforce Development, the Department of Human Services, local economic development organizations, the seventeen Oregon community colleges, Experience Works and others. Center partners support a comprehensive system that seamlessly provides services that are accessible to all jobseekers, workers and businesses.

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
50%	NC	E	EXPLORATORY SERVICE DUTIES Greet and query/probe customers about their reason for coming into the center Inform customer of available services, propose options, and guide customer toward appropriate services. Provide a customized one-on-one conversation to customers needing to register with the labor exchange system, or interested in pursuing Exploratory, Career or Training Services. Provide registration information for customers; Review, assist with, or conduct basic registration; Gather necessary information to determine

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

			<p>customer needs. Determine and document next steps. Communicate next steps to customer and schedule appropriate services.</p> <p>Provide referrals to community resources and supportive service agencies for needed services and /or technical assistance as appropriate.</p> <p>Interview a high volume of job seekers and collect detailed occupational information about previous jobs. Determine job seeker's transferable skills, interests, and employment goals. Identify barriers to successful job search and explore possible solutions to remove the barriers.</p> <p>Evaluate job seeker's referral requests and work credentials.</p> <p>Coordinate and communicate with Unemployment Insurance (UI) program staff to ensure correct information is provided to claimant customers. Advise claimants of potential eligibility problems/issues to their claim. Record refusal of job referrals and report potential issues to UI as appropriate.</p> <p>Keep public areas clean and organized, including updated Labor Market Information and other workforce-related material in public self-service areas.</p> <p>Provide progressive assessments for customers as-needed to inform provision of services on an ongoing basis to other WSO staff.</p>
30%	NC	E	<p>BUSINESS SERVICE DUTIES</p> <p>Offer comprehensive business services through WSO centers that are aligned with local sector strategies and investment priorities.</p> <p>Provide services to employers including posting vacant positions in the local labor exchange system via automated mechanisms, self-service features, or staff-assisted services. Maintain current knowledge of and be responsive to local business and workforce needs, understand how these align with local sector strategies, and follow protocols to access recruitment processes and other services in order to meet the stated workforce needs of business.</p> <p>Maintain up-to-date knowledge of and actively promote employment incentives (e.g.; WOTC, OJT) to business in order for them to make informed hiring decisions.</p> <p>Develop positive working relationships with businesses to meet their needs for recruitment, selection and referral of job seekers for job listings. Notify qualified job seekers of available job openings. Contact businesses to facilitate the delivery of services by WSO providers. Collaborate with partner agencies to assist the businesses in receiving appropriate training/ assessment support. Maintain up-to-date knowledge of available business incentives in order to effectively market them to businesses.</p> <p>Coordinate and assist with the planning and implementation of job fairs.</p> <p>Represent WSO at workforce partner, economic development, or employer planning meetings. Make presentations to community, business, and partner groups.</p>
10%	NC	E	<p>CAREER SERVICE DUTIES</p> <p>Conduct assessments of skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, and supportive service needs to form a diagnostic evaluation of the customer's situation in order to provide appropriate services.</p> <p>Provide progressive assessments for customers as-needed to inform provision of services on an ongoing basis to other WSO staff. Provide progressive assessments as-needed to inform provision of services on an ongoing basis.</p>

			<p>Align career planning efforts with LMI and local sector strategies to help the customer make informed decisions related to their career planning activities.</p> <p>Teach customers the job search process so they have current information on how to search for employment using multiple websites as resources. Assist with application processes, documentation, and effective interviewing techniques. Gain and maintain familiarity with local employment needs in order to provide relevant job search support and assistance to jobseekers.</p> <p>Assess customer intent to work/motivation, work history, employer-required licenses, credentials and hard skills, and essential skills/soft skills. Validate skills using the approved process to verify the customer is qualified for a job referral based on employer requirements prior to referral so that the most qualified candidates are referred to the employer.</p> <p>Understand the local talent pool available for referrals, and manage the “pool” of available work-ready jobseekers prioritizing based on business needs and investment strategies outlined in the local plan.</p>
10%	NC	E	<p>TRAINING SERVICE DUTIES</p> <p>As needed, develop an Individual Employment Plan (IEP) with customers accessing Training Services.</p> <p>Make work-based opportunities available to customers in accordance with local area plans and investment strategies.</p> <p>Pursue OJT opportunities with employers and make appropriate OJT-related referrals for work-ready jobseekers.</p> <p>Research opportunities and develop relationships with local apprenticeship programs and training centers to make the apprenticeship training model available to customers.</p> <p>Conduct staff-assisted talent development workshops to teach essential skills for work readiness.</p> <p>Refer customers to attend talent development workshops and activities so they have the materials and skills to be successful during job interviews.</p> <p>Assist jobseekers with accessing online skill development tools and in-person training. Engage as needed in monitoring and testing to measure customer progress.</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.

Requires prolonged sitting or standing, frequently at a reception desk and/or workstation. May assist customers in the resource room by walking around and guiding them through websites which can require bending and stooping over for extended periods. Frequent use of common office technology, including phones, computers, printers, copy machines, shredders, etc. Office may be fast-paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions. Receive and direct people or telephone callers who may be irate and/or verbally abusive. Work generally occurs between 8AM – 5PM, Monday through Friday. May require statewide travel occasionally for training or other service delivery purposes.

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 and State laws, rules, regulations and policies about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about federal and State workforce programs, rules and regulations, and have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. Examples of regulations include:

- Workforce Innovation & Opportunity Act (WIOA)
- Methods of Administration for Equal Opportunity and Non-discrimination
- Oregon Revised Statutes and Administrative Rules
- Employment Services Manual
- Unemployment Insurance Manual
- Confidentiality Handbook
- WorkSource Oregon Operational Standards

b. How are these guidelines used?

The reference materials contain guidelines used by the employee to do the functions of this position.

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".			
Job Seekers	In person, e-mail, telephone, and mail.	To explain program criteria, understand customers' work search efforts and gain further information, answer questions and provide job information.	Continually throughout the day.
Businesses	In person, e-mail, telephone, and mail.	To write job listings, follow-up on open positions, exchange information.	Continually throughout the day.
Claimants	In person, e-mail, telephone, and mail.	To explain eligibility and program requirements, rights and responsibilities, gain further information and answer questions.	Continually throughout the day.
Central Office	In person, e-mail, telephone, and mail.	To get clarification of program requirements or request technical assistance.	Periodically as needed.
Community/Workforce Partners	In person, e-mail, telephone, and mail.	To arrange for needed services and coordinate ongoing services.	Daily
Supervisors	In person, e-mail, telephone, and mail.	To get advice or guidance on questions, to clarify instructions.	Daily
State Agencies	In person, e-mail, telephone, and mail.	To submit required reports, to get clarification of program requirements, to refer problems.	Quarterly or more frequently as needed.

SECTION 7. POSITION RELATED DECISION MAKING

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

Decide if the customer needs community services or special programs. Decide if the job seeker meets the job requirements. Decide if job seeker or claimant needs services to remove employment barriers. Decide

services needed by the customer in consultation with the customer. Decide if there is a need for additional paperwork or information. Decide which services or resources best meet the job seekers needs. Decide what services would best meet businesses needs. Decide which Workforce Partners to refer job seekers or businesses to for further assistance. The direct effect of these decisions will determine the level of customer service and satisfaction with those services that both job seekers and employers receive. Will also determine whether these customers continue to use our services in the future. May evaluate service delivery and make recommendations for improvement.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".				
Employment Services Supervisor 2	000000027748	Reviews work in progress.	Regularly Also conducts annual performance appraisal to discuss with employee how well performance standards and goals have been met during the past year.	To ensure completeness, accuracy, and adherence to department policy and procedures and federal and State laws, rules, and regulations.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? _____
 How many employees are supervised through a subordinate supervisor? _____
- 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:

- a. Demonstrate a thorough knowledge and understanding of the Employment Department and WSO Services.
- b. Communicate professionally and appropriately with customers, partners and co-workers verbally and in writing. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served.

- c. Organize personal workload to be responsive to team members in meeting customer needs and production goals. Take personal responsibility for meeting the goals within the agency standards.
- d. Maintain objectivity when dealing with businesses, job seekers and claimants. Effectively handle customers who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance. Know and understand the Department and office customer complaint process. Comply with agency confidentiality rules, laws and policies and upholds the public trust relating to program administration and confidentiality.
- e. May evaluate service delivery and make recommendations for improvement. May provide leadership in meeting program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- f. May be required to assist other field office staff to balance workload or to do special projects as assigned by supervisor.
- g. Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive team-oriented attitude.
- h. Use professional phone techniques, effective interviewing skills and excellent customer service skills in every customer contact.
- i. Be able to work independently and achieve desired outcomes without supervision.

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 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		