



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**  
**06/25/2025**

**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: Operations and Policy Analyst 2 b. Classification No: 0871  
c. Working Title: Policy and Systems Analyst d. PPDB No/WD ID: 000000166789  
e. Section Title: Paid Leave Oregon f. Agency No: 47100  
g. Employee Name: \_\_\_\_\_ h. Budget Auth No: \_\_\_\_\_  
i. Supervisor Name: Kaitlynn Chritton j. Repr. Code: OAH  
k. Work Location (City – County): Salem WorkSource

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 primary purpose of this position is to support Paid Leave Oregon through research, policy and process development, system support, quality assurance, and project management.

This position is responsible for identifying and analyzing policy, process, and system needs, developing administrative rules and policy and process materials, supporting system development and program administration, and working with internal and external partners for program implementation.

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
<b>Note:</b> If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.			
30%	N	E	<b>Research; Policy Analysis and Development</b> <ul style="list-style-type: none"> <li>• Researches, monitors, and examines family, medical, and safe leave laws, policies, standards, and practices of both private industry and public agencies.</li> <li>• Analyzes reports and study data and prepares briefings and reports with recommendations for actions and issues to address.</li> <li>• Identifies and communicates policy needs and revisions, including research and drafting of administrative rules and legislative concepts.</li> <li>• Conducts evaluations of program effectiveness.</li> <li>• Creates or revises policy guidance and materials.</li> <li>• Recommends policy positions and necessary actions to implement policy.</li> <li>• Tracks and analyzes legislative proposals to determine administrative, technical, economic, fiscal, and equity impacts related to Paid Leave Oregon.</li> <li>• Drafts and amends administrative rules and reviews administrative rules drafted and amended by staff, including administrative rules that may have significant impact on the quality of the services provided by Paid Leave Oregon.</li> <li>• Drafts and amends Paid Leave letters, forms, and public materials.</li> <li>• Assists in the division’s analysis and response to technical questions concerning Paid Leave Oregon received from within and outside the department. This includes response for inquiries to the Governor or the Director.</li> </ul>

			<ul style="list-style-type: none"> <li>Interprets and provides technical explanation of new laws, existing laws, and department policies concerning Paid Leave Oregon to the public, department managers and staff, and attorneys.</li> </ul>
30%	N	E	<b>Systems and Process Support</b> <ul style="list-style-type: none"> <li>Identifies and communicates process needs and revisions to implement Paid Leave Oregon policy.</li> <li>Creates, reviews, and revises process materials.</li> <li>Analyzes legislative proposals to determine impact related to Paid Leave Oregon systems and processes and communicates required changes to systems or processes to implement and administer the legislation.</li> <li>Recommends process changes or improvements to meet program operating needs.</li> <li>Analyzes business needs and identifies system requirements to implement policy.</li> <li>Evaluates and documents Paid Leave Oregon business processes; assesses business models and their integration with current and future system technologies.</li> <li>Reviews existing or proposed activities for effectiveness, efficiency and conformity to established guidelines.</li> <li>Testing system programming changes and verifying those changes in production.</li> </ul>
25%	N	E	<b>Project Management and Policy Coordination</b> <ul style="list-style-type: none"> <li>Supports the division's administrative rule process</li> <li>Plans and coordinates areas of policy and process development, including tracking of work items and reporting updates, in collaboration with business analysts and other policy and research analysts.</li> <li>Supports the organization of the policy and program support section, such as planning and facilitation of meetings, file management, and recordkeeping.</li> <li>Plans, organizes, implements, directs or contributes to the development of agency, division, and team projects using accepted project management techniques.</li> <li>Conducts or coordinates special projects which are of a non-recurring nature.</li> </ul>
10%	N	E	<b>Training Support and Liaison</b> <ul style="list-style-type: none"> <li>Serves as a representative of the Paid Leave Oregon program to other organizations.</li> <li>Attends and serves as a resource and program representative on various other agency projects or one- time meetings.</li> <li>Supports division and agency learning &amp; development and business areas with training material review and support.</li> </ul>
5%	N	NE	<b>Other Duties as assigned</b>
Ongoing			<b>Expectation of all Paid Leave Oregon employees:</b> 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.
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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.**

This position is hybrid, with 1-2 days per quarter 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. 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.

Specific job assignments may change from day to day, as well as some assignments may be performed daily, as needed. Job assignments are often provided with verbal instructions; employee may need to ask questions to clarify assignments or create own process for task completion. Flexibility and adaptability are needed as work assignments may change before tasks are completed; interruptions in work tasks occur daily.

Requires the ability to work and make decisions independently in accordance with established guidelines, as well as collaborate and work on a team.

The position may require long periods of sitting, standing, and using a keyboard for word processing. Business needs require frequent communication by telephone, email, telecommunications applications, and in person. These working conditions are experienced daily. On days in the office, duties are performed in an open office environment with cubicles and audible distractions

The person in this position is expected to work extended hours on an as-needed basis. Work schedule may require irregular hours, including scheduled or unscheduled weekend work and/or working before or after regular business hours. Occasional driving and air travel may be necessary to attend training or conferences related to Paid Leave Oregon policy administration. Must have a valid driver's license and a good driving record or be able to provide alternative transportation.

## 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.**

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- 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?

They provide general guidance, policy direction, and framework to the incumbent who must interpret and apply them as necessary. Assures compliance with correct rules and procedures in performing work assignments, ensuring project outcomes meet program specifications and performance requirements, and State and Federal policies, laws and regulations are followed.

## 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>			
Paid Leave Oregon Director and Deputy Director; Policy, Customer Care and Claims, and Benefit Eligibility Managers	Virtual and in person meetings, phone, email, messaging	Obtain information and to answer questions on policy and processes. Give consultative advice on business systems and processes, present problems, and recommend solutions.	Daily/As needed
OED Managers and staff	Virtual and in person meetings, phone, email, messaging	Obtain and provide information. Explain policies and processes and implications for the agency.	Weekly/As needed
OED Executive staff	Virtual and in person meetings, phone, email, messaging	Obtain and provide information. Explain policies and processes and implications for the agency.	As needed
National Associations and Federal Agencies	Virtual and in person meetings, phone, email	Explanation of issues, exchange of information.	As needed
Officials of other states/organizations	Virtual and in person meetings, phone, email, mail	Exchange of information.	As needed
Public	Virtual and in person meetings, phone, email, mail	Answer questions and provide information and materials.	As needed
Other State Agency staff	Virtual and in person meetings, phone, email	Exchange of information. Explain policies and processes and implications for other agencies.	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions of this position have high impact and may create significant risk for the agency in terms of executive branch, legislative, media, public and employee knowledge and perception of the agency's Paid Leave Oregon program. In consultation with management, decisions frequently commit the agency to a course of action. Poor decisions may negatively impact the agency's credibility and reputation beyond the scope of Paid Leave Oregon. Effective decisions will increase the success of the program by engaging and communicating with internal staff and external partners with accurate and timely information.

These decisions impact the success of the Employment Department's highest priorities and the success of all program areas of the Employment Department. The Paid Leave Oregon program has direct impact on all businesses in Oregon and all Oregonians who seek Paid Leave Oregon benefits.

**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".

Paid Leave Oregon Policy Manager	000000163217	Virtual and in person meetings, phone, email, messaging	Daily/Weekly	Review of work and job performance

**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:

This position requires successfully passing a criminal background check, which may require a fingerprint-based background 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
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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".


## 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