



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/26/2025

This position is:

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

Agency: Oregon Employment Department

Facility: Salem Central Office

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Business Operations Manager 3
b. Classification No: 7083
c. Working Title: Paid Leave Oregon Deputy Director
d. PPDB No/WD ID: 000000106458
e. Section Title: Paid Leave Oregon
f. Agency No: 47100
g. Employee Name:
h. Budget Auth No:
i. Supervisor Name: Juan Serratos
j. Repr. Code: MMS
k. Work Location (City – County): Salem, Marion

I. 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 Leave Oregon 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. The 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:

Provide strategic and visionary leadership within the Paid Leave Oregon division. This position supervises and supports all managers and non-management employees and gives ongoing guidance and operational oversight for Paid Leave. Responsibilities include overseeing business areas such as Benefits, Customer Care, and Program Support. This role reports to and works closely with the director of Paid Leave to provide strategic leadership for the daily operations and ongoing support for all employees within the division. This role works closely with different areas of the Oregon Employment Department and with external partners to successfully lead the program.

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%	N	E	<p>Leadership, Strategic Planning and Administration - Provides leadership for the Paid Leave Oregon division, helping administer the program to support Oregon workers and businesses. Works strategically to align the program with other agencies and their programs to best serve the public.</p> <p>Oversees Paid Leave’s sections such as Benefits, Customer Care Operations and Program Support; ensures alignment, operational excellence and outstanding customer care for internal and external customers.</p> <p>Oversee the creation of program and systems requirements, documents and designs plans for necessary support and changes that successfully improve accessibility to the Paid Leave program; provides appropriate information to oversight groups for continuous monitoring and approval.</p> <p>Ensures the division has the facilities, equipment, tools, and training needed to be successful.</p> <p>In the absence of the Paid Leave Director, serves as the leader for the division, overseeing and participating in agency</p>

			<p>executive level meetings, discussions, and decisions.</p> <p>Represents the Paid Leave division, and the Oregon Employment Department, when collaborating with other agencies, the public, and at local, state, and national meetings and events.</p>
35%	N	E	<p>Personnel Support - Provides guidance and support within the Paid Leave division, creating and ensuring an inclusive culture focused on integrity and high performance in serving the public.</p> <p>Ensures the division promotes accountability, creativity, and ongoing professional development for its employees.</p> <p>Maintains good-standing relationships with executive leadership, the division director, managers, employees, Employee Services, and the equity and inclusion officer.</p> <p>Maintains good-standing relationships with the Service Employees International Union. May review and resolve employee grievances in consultation with the division director and Employee Services.</p> <p>Encourages, implements, and models a workplace environment founded on the agency's values and operating principles. Supports the 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.</p> <p>Consistently treats customers, interested parties, partners and others with dignity and respect and ensures all employees in the Paid Leave division do, as well.</p> <p>Assigns work and monitors progress; adjusts work balance; sets priorities; creates, enhances, and communicates processes and improvements to increase effectiveness and efficiency; plans and projects and tasks; removes barriers and obstacles for a successful project and task completion.</p> <p>Performs management and supervisory functions through interviewing and hiring; coordinates necessary trainings; evaluates and develops work performance plans and sets work priorities; coaches and gives counsel to managers and all other staff; determines needs for personnel such as promotions, transfers, or disciplinary actions, and helps resolve grievances between employees.</p> <p>Meets with employees on a regular basis, in groups and individually. Coaches and supports employees to facilitate their success, reviews</p>

			<p>and updates position descriptions; consults with Employee Services on personnel-related matters; takes appropriate action to support and hold people accountable for performance; ensures compliance with the collective bargaining agreement.</p> <p>Plays a key part in recruiting, training, onboarding, and performance evaluations of Paid Leave employees. This includes determining current and future staffing needs, creating position descriptions, and training plans.</p>
10%	N	E	<p>Communication and Collaboration – Responsible for a high level of effective communication and collaboration with the managers and program leaders within Paid Leave, with others in the Employment Department, partner agencies, and other interested parties.</p> <p>Ensures appropriate communication within the Paid Leave division to build a strong common culture fully aligned with the agency and an understanding of shared goals. Maintains effective communication through all levels. Provides regular communication to employees to keep them appropriately and adequately informed of state, agency, and section news, changes, upcoming events and opportunities, process changes, and business requirements.</p> <p>Acts as a backup or point person at legislative meetings or interviews to represent and advocate for Paid Leave Oregon.</p> <p>Builds and maintains strong communication with external parties, partners, and other interested parties.</p> <p>Ensures the Paid Leave Oregon division supports the strategic goal of advancing our partnerships and services to support Oregon workers and businesses. Builds and supports others in developing strong working relationships within the agency and with public and private interested parties.</p> <p>Ensures all members of the Paid Leave division use effective and appropriate communication and are highly collaborative with our partners.</p> <p>Leads, coaches, and motivates staff within the Paid Leave division to fulfill the agency vision and mission and provide excellent service to core customers.</p>
5%	N	E	<p>Budget – Works directly with the Administrative Business Services to ensure proper reports and information are available to Paid Leave Oregon leadership.</p> <p>In collaboration with the division director, develop, monitor, assess, adjust, and manage within the Paid Leave budget. Regularly review budget reports, future staffing, contracting, and other needs to build short- and long-term strategic budget plans.</p>

			Work with other Paid Leave managers to appropriately monitor and manage the division budget. Identify and report early possible adjustments or challenges that may be occurring within the division
Ongoing			Expectation of all Paid Leave Oregon employees: Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace. Respect the 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; provide and receive feedback and suggestions in an open and constructive manner; and report to work consistently and on time.
100%			NOTE: Percentages of time assigned to each body of work might change based on business needs, and to ensure that Paid Leave Oregon can provide the best customer care to Oregonians.

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.

Highly visible and accessed environment. Daily contact with Oregon Employment Department staff and other state agencies, general public, legislators, and staff of other state and federal agencies. Regular use of computers, telephone and other general office equipment.

Work with people of diverse backgrounds and perspectives, extensive use of computers using various software packages. Work may be performed in an open office environment with cubicles and audible distractions. Work may include frequent meetings, interaction with the public, and interaction and collaboration with agency interested parties and partners.

The person in this position is expected to work extended hours on an as-needed basis, and may require irregular hours, including night and/or weekend work.

Work may require infrequent overnight travel out of state for conference attendance, and occasional overnight travel to geographically dispersed program locations throughout the state, as well as occasional public speaking.

The person in this position will experience high workload and rapidly changing priorities with short timelines, strict due dates, and the need to deal with conflicting priorities. The person in this position must have the ability to work and make program decisions independently in accordance with established guidelines, as well as collaborate and work on a team.

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 rules, regulations, and statutes
- Oregon Revised Statutes, specifically including HB 2005 (2019)
- Oregon Administrative Rules
- Governor’s Executive Orders
- Department of Administrative Services statewide policies, protocols, and procedures
- Employment Department priorities, strategic plan, equity lens, policies, protocols, and procedures
- Employment Department Affirmative Action Plan
- Collective bargaining agreements
- Agency style guide

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. Responding to technical questions from division employees and the public. As a source to inform, and guide policy, performance, project, and operational work. As a source to ensure alignment of operations with federal and state guidance and law.

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>			
Director, Deputy Director, Executive Team	In person, email, phone, writing	Direction, decision making, collaboration, coordination, support.	Daily
Other Department managers and employees	In person, email, phone, writing	Provide leadership, direction, and guidance.	Daily
Governor’s office, legislators and staff, CFO, LFO, OSCIO	In person, email, phone	Communicate and collaborate, provide information and expertise, respond to requests for information.	Daily
Oregon businesses, Oregon employees, general public, others	In person, email, phone	Provide information and updates regarding modernization project.	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position carries significant responsibility and authority and must provide leadership for creating, evolving, and operating the Paid Leave division and program. Decisions include staffing, budget, policy, operational, and other matters. Decisions can directly impact employers and employees throughout the state in terms of payroll contributions they pay, benefits and grants they may receive, and other significant matters. Impacts on individual workers and businesses can be significant, and cumulatively they can be even more so, as the program is anticipated to potentially handle in excess of \$1 billion annually in contributions and in benefits and grants paid and operational expenses. Decisions will directly impact the ability of the public to access the PAID LEAVE OREGON program and to support it.

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".

Business Operations Administrator 2	000000106422	Update meetings. Review of project status and operational performance reports. Review of draft work product.	Daily	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 Department goals are being met, that plans for major initiatives are sound.

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 6
 How many employees are supervised through a subordinate supervisor? 390
- b. Which of the following activities does this position do?
- | | |
|---|---|
| <input checked="" type="checkbox"/> Plan work
<input checked="" type="checkbox"/> Assigns work
<input checked="" type="checkbox"/> Approves work
<input checked="" type="checkbox"/> Responds to grievances
<input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Coordinates schedules
<input checked="" type="checkbox"/> Hires and discharges
<input checked="" type="checkbox"/> Recommends hiring
<input checked="" type="checkbox"/> Gives input for performance evaluations
<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:

The person in this position must model the agency's values of integrity, respect, and community to support a positive, safe, learning environment. They must also adhere to the agency's operating principles. The person in this position 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, sexual orientation, and beliefs within the workplace through open communication and willingness to receive feedback; by reviewing policies, posters, 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.

