



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
6/18/2024

Agency: Landscape Contractors Board

Facility: Salem - Marion

New Revised

This position is:

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

SECTION 1. POSITION INFORMATION

Form with fields: a. Classification Title: Office Specialist 1; b. Classification No: C0103; c. Effective Date: 6/1/2024; d. Position No: N/A; e. Working Title: Office Specialist; f. Agency No: 97300; g. Section Title: Administration; h. Budget Auth No: N/A; i. Employee Name: Vacant; j. Repr. Code: UA; k. Work Location: Salem-Marion; l. Supervisor Name: Annie von Domitz, Administrator; m. Position: Permanent, Full-Time; n. FLSA: Non-Exempt; o. Eligible for Overtime: Yes

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 Oregon Landscape Contractors Board (LCB) is a semi-independent state agency that is responsible for the licensing and regulation of landscape construction professionals and landscape contracting businesses. The Board was established and operates under authority of ORS 671.510 to 671.760, ORS 182, ORS 183, and OAR chapter 808. The agency's primary mission is to protect consumers, assist in the prevention and resolution of landscaping problems, and ensure that landscape construction professionals and landscape contracting businesses comply with state laws. The Board protects the public by issuing licenses to those individuals who have demonstrated professional competence and continue to maintain their professional competence through continued education and licenses to landscape contracting businesses that meet the bonding, insurance, and other business-related conditions for licensure. The Board is committed to regulating landscape construction in the State of Oregon without unnecessary regulatory oversight of licensees and by providing fair and accessible entry into the profession for those who desire to be a part of this growing industry.

Landscape contracting businesses must post a surety bond, show evidence of liability insurance and license with the agency. Landscape construction professionals must meet specific experience requirements, pass a written test, and work either as an owner or an employee of a licensed landscape contracting business. Landscape contracting businesses must certify how they are independent contractors and must comply with workers' compensation, employment, and revenue laws. The agency licenses about 1,300 landscape construction professionals and about 1,200 landscape contracting businesses. The agency biennially processes approximately 100 claims filed against licensed landscape contracting businesses and processes over 400 enforcement actions against those who work or advertise without a valid license and licensees who fail to comply with LCB, workers' compensation, employment, revenue or independent contractor laws. The agency provides education and information to licensees and consumers and biennially processes more than 20,000 consumer inquiries for information and assistance with a full-time equivalency staff of 4.5 employees. The agency also works in cooperation with other state agencies to promote compliance with construction, employment, workers compensation, tax and independent contractor laws as a member of the Interagency Compliance Network.

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 responsibilities of the Office Specialist are to assist the Board's licensing program and provide administrative support. This Office Specialist assists with the process of license applications, renewals, and ensures licensee compliance with laws and rules. This position provides ongoing cross-program support, including in areas of administration and general customer service.

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
95%	N	E	<p>Administration</p> <ul style="list-style-type: none"> • Answers routine questions about licensure to current and prospective licensees, and consumers via phone, email or in person daily. Routes calls to the appropriate staff. • Opens mail, tracks receipt dates, and distributes it to appropriate agency staff. • Enters license, insurance, and bond data into the agency's database, ensuring a high level of accuracy. • Coordinates annual Archives and records retention transfer process. • Uploads insurance, bond, workers' compensation certificates to the agency database. • Communicates with licensees regarding late renewal status and prepares and send correspondence to applicants and licensees regarding any missing information on applications or renewals. • Runs reports for licensed businesses with expired insurance, bond, and/or workers' compensation. Corresponds with licensees and insurance companies to obtain needed documentation. • Updates addresses for licensees upon request by licensee. • Prepares and uploads active licensee reports for e-Permitting. • Prepares miscellaneous reporting from the agency's database upon request, including monthly exam and licensing statistics.

			<ul style="list-style-type: none"> • Orders and returns files from archives upon request. • Updates procedures related to all tasks performed. • Files agency accounting, licensing, and other documents. • Creates application records in the agency’s database from paper forms received and follows up with applicants to obtain missing information, or to correct information to resolve record processing problems, provide general information and explanations to visitors and telephone callers. • Maintains agency information racks with current publications for applicants, licensees, and consumers. • Maintains envelope, stationery, and information supplies in areas where frequently accessed by staff. • Monitor’s agency supplies and advises Administrator when supply levels are low. • Maintains agency’s master forms for photocopying or printing. • Reviews bill payments to ensure invoices match check amounts and mails checks. • Processes fees for applications, licensing, civil penalties, and other miscellaneous fees. Securely handles sensitive data, credit card information. • Creates daily payment spreadsheets for credit cards, checks, and cash. • Sets up recurring credit card payments for enforcement cases. • Backs up the Licensing Specialist by performing the following: <ul style="list-style-type: none"> ○ Processes individual and business electronic and paper renewals. ○ Uploads exam scores received from exam proctor. ○ Acts as agency receptionist by greeting visitors, answering phone and email enquiries
5%	N	NE	Other duties as assigned.

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.

Employee works in an office under conditions of moderate noise levels and the nature of the work requires long periods of sitting, occasionally standing and exposure to conditions that may cause eyestrain.

There is a high degree of exposure to angry, impatient and sometimes irrational individuals, usually, but not always, by telephone several times a week.

There is potential for some travel required (some weekends) to board meetings and trade shows, which involves transporting files and other materials. Must be able to lift and transport 40 pounds. Overtime may be required during periods of a heavy workload or required meeting attendance.

Some work may be able to be completed remotely at times. Based on the ability to meet business needs and maintain service levels to the public, permission to work remotely will be granted at the discretion of the Administrator.

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.

ORS Chapters 183, 671 & 670
OAR Chapter 808
Administrative Procedures Act
Public Records and Meetings Manual
Agency's Employee Manual
DAS policies and LCB adopted policies

- b. How are these guidelines used?

All actions taken on a license, claim or enforcement process must meet the procedural requirements set forth in these documents. The ORS and OAR chapters listed above are interpreted in correspondence and by telephone to claimants, licensees, bonding companies, attorneys and others seeking information.

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?
Public	Email/Telephone/Mail/In-Person	Education	Daily
Licensees	Email/Telephone/Mail/In-Person	License Process	Daily
Program Manager & Administrator	Email/Telephone/Mail/In-Person	Financial Matters, Potential Claim/Enforcement Related Matters	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

The Office Specialist 1 works with a high degree of interdependence, working with other staff, performing routine office tasks; consults with Administrator and the Program Manager on license issues and works with staff to provide recommendations for consideration in these matters. The Agency's decisions may affect a licensee's ability to work and may deprive a licensee of his or her livelihood. Incorrect decisions may delay the processing of a license, claim or claim appeal and result in additional expense to the parties and create possible tort liability to the agency. The Office Specialist 1 works with agency staff to determine the priority of work assignments.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Principal Executive / Agency Head 8	000000109672	In-person, email, or phone	As needed and yearly	Work assignments and problem resolution, as well as performance reviews

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- 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:

REQUIREMENTS:

- Expert customer service experience with strong experience in verbal and written communication skills.
- Must possess a driver's license in good standing or be able to provide an effective alternative method of transportation.

Desired Attributes:

- Systems & Information Management - Proficient in the use of Microsoft Word, Outlook, Excel, PowerPoint and databases to successfully work in a remote work environment with little oversight; Basic knowledge of research techniques sufficient to collect, analyze and interpret information
- Organization & Planning - Ability to organize and balance conflicting workloads with a high level of independence, flexibility, attention to detail, and problem solving.
- Communication - Excellent written composition skills including the ability to proof correspondence and written technical information (identify and correct grammatical, format, and spelling errors); Skill in communicating with persons of diverse points of view to resolve problems; Skill in explaining information to the public (in person, on the telephone, or in writing) laws, rules or policies relating to a particular program, operation, or service.
- Customer Service & Professionalism - Ability to deal with the public in a positive and accurate manner with patience and courtesy; Deliver services at outstanding customer service levels that meet or

exceed the agency and section's Standards of Service Delivery; Approach all interactions with a high degree of professionalism, even under sensitive/difficult circumstances.

- Related experience - General knowledge of, and experience in explaining laws, rules, policies, procedures; Experience working in the areas of administrative law, licensing, or claims; Experience and skill working with financial and/or accounting systems and information.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

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