STATE OF OREGON POSITION DESCRIPTION

Type of PD: Classified
☐ **New**
☐ **Revised-**Specify Revised Date
Revised Date:

Agency: **Higher Education Coordinating Commission**
Office of: Private Postsecondary (PPS)

This position is:
Classified

Facility (Location/Address):
Public Services Building, HECC 3rd Floor, 255 Capitol St. NE, Salem OR 97310-001

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 1 (OS1) **b.** Classification#: C0103
c. Effective Date (Original Position Establish Date): 7/01/13 **d.** Position#: 5250006
e. Working Title: PPS Office Specialist – First Ambassador **f.** Agency#: 52500
g. Section Title: Private Postsecondary **h.** Budget Authority#:
i. Employee Name: Vacant
j. Representation Code: OA - SEIU Represented
k. Work Location (City–County): Salem - 24M
l. Manager Name (Optional): Juan Baez-Arevalo
m. Position: Status: Permanent Type: Part-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 Higher Education Coordinating Commission (HECC) is a fourteen (14) member, volunteer state board and associated state agency. The professional staff within the HECC agency support the Commission providing state-level policy, program and budgetary leadership on higher education issues and coordinating the activities of Oregon public universities, community colleges, private colleges and universities, career schools, and state financial aid and student access programs to accomplish statewide goals. This highly complex system enrolls over 380,000 students in 7 public universities, 17 public community colleges, the Oregon Health & Science University, and 67 private for-profit and independent colleges and universities, and receives state general and lottery fund appropriations of $1.8 billion per biennium.

The agency is responsible for advising the Governor, Chief Education Officer, and the State Legislature on higher education and related workforce policy. It is responsible for developing and administering the state's biennial budget for higher education; it allocates state funding to all public colleges and universities; it approves new academic programs at public institutions; it administers state financial aid programs including the Oregon Opportunity Grant and the Oregon Promise; it maintains and reports on higher education data; and it oversees degree authorization, the regulation of private career schools, and the qualification of schools for veterans' educational benefits. It works closely with statewide organizations including the Oregon Community College Association, the Public Universities' Council of Presidents, the Oregon Student Association, the Oregon Alliance of Independent Colleges and Universities, and the Northwest Career Colleges Federation.

The agency is organized into eight (8) offices: Executive Director, Operations, Research and Data, Student Access and Completion (OSAC), University Coordination, Private Postsecondary (PPS), Community Colleges and Workforce Development (CCWD), and Workforce Investments (OWI).

The Office of Private Postsecondary (PPS) is the primary state office supporting the success of all private higher education institutions in achieving their missions to educate, train and

develop Oregonians in career and technical education, and provide quality and relevant certificate and degree programs (from AA to PhD). The Office consists of the Office of Degree Authorization (ODA), the Private Career Schools (PCS) units, and the U.S. Veterans Administration State Approving Agency SAA) (VA/SAA program). ODA and PCS are governed by complex independent statutes and administrative rules. The Office oversees Oregon's federal contract with the SAA, under the Veterans Administration Education Program Approval and Compliance Monitoring contract, monitors postsecondary institutions participating in veterans' education benefit programs administered by the U.S. Department of Veterans Affairs to ensure compliance with applicable state and federal laws. The Office is responsible for administering State Authorization Reciprocity Agreement (SARA), a multistate agreement, entered into by the HECC which serves as the portal agency in Oregon for all participating institutions. The ODA serves multiple complex functions and the Director of the Office of Private Postsecondary Education serves as the HECCs liaison to regulated and non-regulated (Private) institutions, college and university presidents, member associations such as the Alliance of Independent Colleges, and the NW Career Colleges Federation.

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 use general knowledge of the agency and office programs to provide secretarial, general office support, processing of records, and general public customer service in support of the office. This position supports and relieves higher level support staff and administrative staff, as well as professional staff and management.

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.

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

% of Tim	N/R/NC	E/	DUTIES
HECC staff are expected to: • Promote and maintain an inclusive, diverse and discrimination/harassment-free workplace; • Establish and maintain professional and collaborative working relationships with all contacts and staff; • Contribute to a positive, respectful and productive work environment; • Maintain regular and punctual attendance; • Perform all duties in a safe manner; and comply with all policies and procedures; • Act ethically at all times in accordance with the very highest standards of integrity; • Work in a team oriented environment with participative decision-making and cooperative interactions among staff and management; • Be knowledgeable of the agency's diversity and inclusion strategies and goals; and • Engage with manager to ensure all necessary training and resources needed to successfully accomplish responsibilities.			
55%	N	E	Provide primary reception for the PPS unit. Ensure daily desk receptionist coverage. Provide customer service. Answer telephone calls. Screen and direct callers to appropriate staff; answer general questions regarding PPS programs and make referrals as appropriate. Greet visitors, screen and direct inquiries to appropriate staff; answer general questions regarding PPS programs. Maintain various electronic and paper filing systems. Logging and scanning key correspondences. Alphabetize material for filing. File and retrieve material as needed. Create and maintain contact and distribution lists, as well as other databases of information.

% of Tim	N/R/NC	E/	DUTIES
			Process all incoming mail. Sort, date stamp and distribute mail within the agency. Respond to general and specific inquiries. Process shipping and outgoing mail. Ensure all incoming checks are scanned, receipted and deposited within office/agency guidelines. Monitor and forward Secure Fax to appropriate staff. Respond to written requests for information from the public through the use of standardized letters, applications, or other. Copy, scan, and collate packets of information. Maintain general agency office supplies. Inventory, order and store agency supplies. Perform miscellaneous data entry tasks; maintain filing systems; keep logs and statistics related to program or PPS operations. Schedule meetings and conference rooms using Microsoft Outlook.
	N	E	Process student transcript requests, log requests, and scan student records into the data system. Compile monthly and/or quarterly lists of school license renewals, teacher license renewals and submit reports to the PPS director, manager, and specialists. Compile lists of schools, teachers, with late renewals or non-responsiveness. Prepare and mail general follow-up reminder letters, emails and/or cards to licensed/authorized schools. Process, file and scan surety bonds/letters of credit received on behalf of schools and maintain the pertinent PPS log (ODA/PCS). Assist with communication efforts to institutions, students and the public. Assist with teacher/instructor registrations and school submittals by verifying that all documents/sections/information needed are sufficiently accounted for.
5%		NE	Other duties as assigned.
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.

Position hours are limited to critical office morning peak periods, preferably from 8 am to 12noon, four hours per day – five days per week. This position provides support in person and is not eligible for regular telecommuting.

Typical office environment with open cubicle space. Work is conducted in an open office environment with constant interruptions. Simultaneously work on multiple tasks on a continual basis. Daily team interactions. Requires extensive computer use. May require work in excess of normal scheduled hours to meet high-volume and/or time-sensitive workload and agency priorities. Requires remaining stationary for extended periods as well as movement to: access file/storage cabinets; use and adjust office equipment; or attend meetings. Requires physical activity normally associated with filing and sitting for extended periods, occasional bending, stooping, and walking several blocks to meetings in nearby buildings. May require lifting up to 40 pounds. Occasional travel may be required.

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.

- State Constitution, AG Opinions, Federal Laws
- Oregon Revised Statutes & Administrative Rules
- Statewide Policies and Procedures & Agency Policies and Operating Procedures
- Oregon Accounting Manual & Public Records Laws

- HECC Commission priorities, HECC Agency and Commission Strategic Plan, Equity Lens
- Office Specific Policies and Procedures

b. How are these guidelines used?

Respond to general questions from the public, students, and parents about agency/office programs, and complete program tasks.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

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

Who Contacted	How	Purpose	How Often?
Governor's Office	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
Legislators	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
Higher Education Coordinating Commission	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
Chief Education Officer	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
Chief Education Office Staff	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
State education agencies – agency heads/deputies	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
Education Advocacy Groups and Stakeholders	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	As needed
HECC agency staff	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	Daily
General Public	In Person/Phone/In Writing	Respond to general inquiries about agency programs; provide requested materials; refer to agency staff	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Typical decisions made by this position are:

- Decide how best to complete a request for information, determining what information should be distributed.
- Recommend efficiencies for program effectiveness to improve processing time and accuracy.
- Determine what office supplies should be ordered to keep supply room stocked.
- Requires independent judgment to make decisions or select a course of action based on rules, laws, policies, and procedures within individual programs of PPS units.

The effects of these decisions are efficient and thorough handling of requests for information ensures timely response for agency programs; creating and maintaining efficient systems supports the team by delivering priorities on time and without error.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

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

Classification Title	Position #	How	How Often	Purpose of Review
PEMG-PPS Executive Director		In person, or written review of work product and feedback from clients and stakeholders of the employee's services	• Daily, Weekly, or Monthly • As needed • Annual Performance Review	To provide verbal and written feedback on progress to the expectations and established goals.

SECTION 9. OVERSIGHT FUNCTIONS (Select One) *Note: Supervisory duties Not Leadwork*

☒ **No**, this position does not supervise any employees.

☐ **Yes**, this position supervises employees, *as identified below*:

a. How many employees are directly supervised by this position? 0

How many employees are supervised through a subordinate manager? 0

b. Which of the following activities does this position do?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards
- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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:

- Possess extensive effective communication and interpersonal skills
- Possess strong organizational skills
- Have a high degree of flexibility and work demand tolerance.
- Adapt easily and ability to deal with shifting priorities and changing demands.
- Have a high degree of accuracy and attention to detail
- Be proficient with Microsoft Office, Outlook, Word, Access, and Excel.
- In addition to the duties outlined above, each PPS employee is expected to contribute to a positive and productive work environment, work cooperatively with co-workers, participate actively in team and agency development and training activities, and provide excellent customer service to the public, co-workers, and other state employees.
- Each PPS employee is expected to advance the mission of the agency by treating all customers, stakeholders, partners, and co-workers with dignity and respect and by actively contributing to a work environment where individual and cultural differences are valued and respected.

BUDGET AUTHORITY: (Select One)

☒ **No**, this position does not have authority to commit agency operating money.

☐ **Yes**, this position has the authority to commit agency operating money, *as identified below*:

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

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

Appointing Authority Signature Date

☐HR Rvw:_____

☐Class Rvw:_____

Manager Signature Date

☐PPDB Update/File: _____