



State of Oregon Position Description

Company: Veterinary Medical Examining Board

Organization: Veterinary Medical Examining

Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Investigator 2	Job Profile ID:	5232
Business Title:	Field Inspector (Investigator 2) (Unfilled)	Position ID:	000000028074
Employee Name:		Company ID:	83329
Representation:	UA	Budget Auth No:	1228470
Location:	Portland OVMEB		
Supervisor:	Pete Burns (Agency Head 9)		
Position:			
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Veterinary Medical Examining Board licenses and regulates the practice of veterinary medicine in Oregon. Regulation of practitioners of veterinary medicine was instituted in 1903 under ORS Chapter 686. In the 1970s, the Board recognized animal health technicians (Certified Veterinary Technicians) as a licensed profession. In the early 1980s, the citizens of Oregon demanded animal euthanasia reform, and the Board implemented requirements for specific training and certification for non-veterinarians who perform animal euthanasia in public and private animal shelters.

Mission Statement and Statutory Authority

The Veterinary Medical Examining Board protects public and animal health and consumers of veterinary services by regulating veterinary professionals in Oregon under the statutes and rules that comprise the Veterinary Practice Act. The Act establishes licensing requirements, professional conduct and minimum medical standards for veterinarians, veterinary technicians, and euthanasia technicians. Veterinary care in Oregon must be provided by qualified and competent practitioners to assure the public that pets and food animals will be examined, diagnosed, and treated with consistent expertise. The Board continuously reviews and updates minimum practice standards to regulate the profession in conformance with current veterinary medical research and

education, improvements in technology, and public expectations. The Board investigates consumer complaints and takes remedial or disciplinary action to ensure that appropriate veterinary care is offered to the public. The Board's authority and responsibilities are defined in Oregon Revised Statutes Ch. 686 and Oregon Administrative Rules Ch. 875.

Program Description

- **Licensing:** The Board evaluates qualifications of applicants for licenses to practice as veterinarians, Certified Veterinary Technicians, and Euthanasia Technicians. Applicants who are denied licensure are afforded due process under the Administrative Procedures Act, including the opportunity to contest the decision through the Office of Administrative Hearings. Licensees whose conduct is found to fall below the minimum standards of the Veterinary Practice Act, or who have committed any violation of law with a nexus to veterinary medicine, are subject to discipline including fines, conditional licensure, or license suspension or revocation. All disciplinary actions are public under ORS chapter 676. Licensees have due process under the Administrative Procedures Act to contest disciplinary decisions.
- **Education:** Continuing Education (CE) is a condition of license renewal or new licensure for veterinarians and CVTs moving into the state. The Board reviews and approves CE providers. The Board licenses only those applicants who have graduated from nationally accredited veterinary schools; graduates of non-accredited foreign schools must complete one of two equivalency programs that assess and test the applicant's education and ability to ensure competency equal to that of graduates of approved programs. An exam on rules and statutes of the Veterinary Practice Act, as well as a test on three distinctively regional diseases, are also required for licensure.
- **Compliance:** The Board investigates and adjudicates complaints against licensees as well as inspects all licensed facilities under the provisions of the Administrative Procedures Act, ORS 676 and all other applicable rules and statutes.

Describe the primary purpose of this position, and how it functions within this program. Inspect licensed facilities throughout the state of Oregon (on-site/in-person); provide rules review and coordination; conduct background checks of licensees and applicants for licensure; investigate alleged violations of the Board's laws, rules, and policies; provide findings to the Board via presentations and written reports. The primary emphasis is on inspections and rules coordination. Investigations deal with the Board's licensing regulations, licensee conduct, and public safety.

SECTION 3. JOB DESCRIPTION

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.

Percentage of Time 65% - NC - Essential Function - On-site/In-Person Facility Inspections:

- Performs a physical onsite inspection of all licensed veterinary facilities, including animal hospitals and clinics.
- Conducts a review of facility records, including medical and exam reports.
- Prepares and provides inspection receipts that identifies violations, when required.
- Explains violations and provides technical assistance as needed or requested by facility representatives.
- Negotiates time frame for voluntary correction of deficiencies.
- Prepares and issues inspection follow up letters that identify deficiencies noted and requests written confirmation of corrective action from facility managers. Reviews written confirmation of corrective action from facility managers for sufficiency.
- Updates and maintains permanent inspection files and databases.
- Prepares inspection summary for inclusion in inspection reports for Board Meetings.
- Prepares a written status report for the Executive Director on a monthly basis.
- Routinely reviews inspection procedures and emerging inspection issues with the Executive Director.

Percentage of Time 20% - Revised - Essential Function - Rules & Enforcement Tracking / Reporting:

- Serve as agency Rules Coordinator, administering agency Oregon Administrative Rules Database (OARD).
- Initiates and coordinates the administrative rulemaking process for Division; including agency review of rule changes, coordinating and facilitating rulemaking advisory committees; coordinating process with Secretary of State and Attorney General; organizing public hearings; answering questions from public, agency staff, Attorney General, and legislative office staff.

- Process background checks of license applicants and licensees. Review background check results and report findings that may lead to denial of a license or an investigation.
- Enter disciplinary information into Board's licensing data base. Use licensing database to track complaints and develop reports.
- Monitor collection of civil penalties. Track delinquent accounts. Send notices when payments are past due. Refer overdue accounts to Department of Revenue for collection. Maintain files and update database. Ensure accurate recordkeeping.
- Develop and complete special studies about compliance or noncompliance with agency rules, policies.
- Develop reports that portray information about the Board's complaint process.
- Create discipline reports for the Board website.
- Develop other reports as needed.

Percentage of Time 10% - Revised - Essential Function - Complaint investigations:

- Evaluate complaints submitted to the Board to identify legal issues and determine jurisdiction.
- Determine plan of inquiry that includes interviewing witnesses and gathering written information.
- Draft subpoenas when needed to access information critical to investigation.
- Analyze and summarize information gathered; write an investigation report that addresses each alleged violation and any new issues that arise during the investigation.
- Present investigation report to the Board, answer Board questions, and ensure that the full report is sufficient to be used as evidence in administrative hearings and in court.
- Draft notices of proposed disciplinary action and orders for review and signature.
- Testify as necessary during contested case hearings and appeals.

Percentage of Time 5% - NC - Non Essential - Other:

- Provide assistance and training to Board staff and Board members about investigation process and confidentiality.
- Identify and recommend changes in policy and procedures related to investigations and compliance issues to improve clarity and enforceability.
- Serve as point of contact for calls from the public regarding statutes and rules related to ethics, code of conduct, and the licensing requirements.
- Plans statewide travel itinerary and provides trip details to Executive Director.
- Analyze operational reporting requirements, for example DAS or legislative requests for agency statistics.
- Responsible for ensuring data submitted meets ORS and OAR requirements related to program requirements.
- Work jointly with agency program staff to facilitate their access to data and to develop methods for meeting business reporting needs.
- 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.

This position primarily works in the field requiring frequent and regular overnight travel throughout the Oregon. This is not primarily an office or work from home position. Occasional evening and weekend work may be necessary. Frequently exposed to individuals who are upset or irate. Fast paced, heavy workload with frequent interruptions. Hybrid remote work may be considered after completion of trial service.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Revised Statutes Ch. 686
- Oregon Revised Statutes Ch. 183
- Oregon Administrative Rules Ch. 875
- State and agency HR Policies, State IT policies and practices, State procurement policies and practices, Collective Bargaining Agreement

How are these guidelines used?

To ensure compliance with:

1. The Board's enabling statutes
2. The Board's administrative rules, which include a Code of Ethics for licensees, license applicants, and registered interns
3. Complaint investigation procedures delineated in statute
4. Public records and public meeting laws
5. Confidentiality of complaints and information and documents related to complaints

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	How	Purpose	How Often?
Board Members	In Person, by mail, email or telephone	Present inspection and investigation reports to members at Board meetings.	As Needed
General Public	In Person, by mail, email or telephone	Provide information about Board rules and laws regulating veterinarians, Veterinary Technicians, Euthanasia Technicians, Veterinary Interns and inspection and investigation procedures	Regularly
Law Enforcement	In Person, by mail, email or telephone	Gather criminal activity information and records in connection with compliance cases.	As Needed
Licensees and License Applicants	In Person, by mail, email or telephone	Respond to questions about licensing and renewal requirements, complaint procedures, sanctions and other Board actions, and questions about compliance with the Code of Ethics.	Regularly
Office of Administrative Hearings	In Person, by mail, email or telephone	Coordinate hearing dates and times; respond to questions; provide case information as required.	As Needed
Oregon Department of Justice	In Person, by mail, email or telephone	Consult with the Board's assigned assistant attorney general about compliance cases.	As Needed
Other agencies	In Person, by mail, email or telephone	Coordinate investigative activities	As Needed
Private attorneys	In Person, by mail, email or telephone	Inform attorneys of complaint processes, contact with licensee/client; negotiate complaint settlement	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

The Inspector has the authority to speak on behalf of the Board. Incumbent makes judgments about information gathered during inspections and investigations of licensees and license applicants – deciding what information should and should not be included in reports to the board.

Errors in judgment in inspections/investigations and reports could result in serious consequences to the Board, political embarrassment, and/or possible lawsuits. Errors made in the licensee inspection/investigation process could result in a licensee receiving unjustified discipline from the board which could affect employment or possible loss of earning ability. Errors made in licensee inspection/investigations could also result in harm to clients and potential law suits.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Agency Head 9	0000552	In Person, by mail, email or telephone	Regularly	Quarterly check-ins, goal setting, performance management, career development

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires you pass a criminal background check due to working within an area with access to confidential records and documents. This position requires you possess and maintain a valid driver's license issued by the state of residence or an acceptable, alternate mode of transportation.

This position requires excellent written and verbal communication skills and strong organizational and time management skills. Incumbent must be able to use tact, diplomacy, and be objective when dealing with the public, licensees, attorneys, board members, and applicants. It requires the incumbent to be flexible, shift priorities without notice, and coordinate and handle multiple tasks. It is essential that the person in this position be able to establish and maintain effective working relationships with board members, licensees, and citizens, state, federal and local agency staff. The position requires strong analytical skills and insight into human behavior.

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee _____ Date _____

Manager _____ Date _____

Appointing Authority _____ Date _____