



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
06/30/2026

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 fields for Section 1: Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position, FLSA, etc.

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.

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 1,800 landscape construction professionals and about 1,550 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 5.5 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 bilingual Licensing and Outreach Specialist is to coordinate the Board’s licensing program. This Licensing and Outreach Specialist educates the general public and potential and existing licensees about Oregon’s landscape licensing requirements. This position supports program areas by providing education and outreach to the general public, licensees, potential applicants, enforcement respondents, trade associations, and other stakeholders

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
55%	N	E	<p>Licensing</p> <ul style="list-style-type: none"> • Educates and answers complex questions about licensure to prospective, current licensees, and the general public. • Reviews and processes business applications, ensuring compliance with agency rules and statutes. • Reviews and updates agency license application forms based on legal and program changes to ensure that the agency is collecting all required information. • Enters license, insurance, and bond data into the agency’s database, ensuring a high level of accuracy. • Prepares and sends correspondence to existing and prospective licensees to communicate any missing information or payments.

			<ul style="list-style-type: none"> • Processes license renewals after reviewing and ensuring all requirements are met. Issues printed renewal forms for those without emails or in expired status. Pulls exam scores from a web-based system and uploads to the online licensing system. • Pulls data for and prepares licensing and exam statistics. • Ensures that the agency’s licensing database is accurately tracking licensee information and works with agency leadership to trouble shoot any issues. • Prepares various license reports as requested and distributes to requestors. • Backs up the Office Assistant in the following functions: <ul style="list-style-type: none"> ○ Runs monthly reports and sends correspondence for expiring licenses, and licensed companies with expiring bond or insurance coverage, and routes violations/expirations to the Program Manager. ○ Works with insurance and bond companies regarding bonding and insurance dates, collecting updated verification of insurance coverage, and bonding to meet statutory requirements.
30%	N	E	<p>Education and Outreach</p> <ul style="list-style-type: none"> • Communicates to stakeholders in Spanish and English about the benefits, compliance requirements, and other general information about landscape contracting. Translates conversations and written documents from Spanish to English and English to Spanish. • Conducts research into outreach and educational best practices and works with management to develop strategies to increase licensure and gain compliance. • Drafts and proposes annual outreach planning initiatives for the agency that target problem areas related to licensure and compliance. • Establishes and maintains relationships with outreach partners such as educational institutions, trade associations, and other licensing agencies to develop robust resources for use by licensees. • Performs educational presentations to potential licensees. • Prepares and keeps up-to-date agency materials and documents for outreach. • Researches and identifies avenues to perform low-to-no cost outreach cross multiple venues to support the education and fostering of awareness about licensing requirements. Gives presentations to the public, licensees, trade associations, educational institutes, and other stakeholders to educate and foster awareness. • Develops a social media presence (Facebook, Twitter, Instagram) for the agency and posts updates relevant to educating licensees and the general public about licensing requirements and program changes. Works to ensure appropriate IT security risks are

			<p>considered for each platform. Enhances and maintains the agency website presence, in accordance with enterprise-wide protocols.</p> <ul style="list-style-type: none"> • Creates, updates, and maintains agency publications and ensures alignment of information between the agency website, printed materials, and social media. • Evaluates relationships made during outreach activities to determine if contacts could be likely board or public members and serve as a board member. Makes recommendations to the Administrator.
10%	N	E	<p>Administrative</p> <ul style="list-style-type: none"> • Acts as the agency receptionist by greeting visitors and answering phone and email inquiries. • Creates, updates, and maintains agency publications and ensures alignment of information between the agency website, printed materials, and social media • Provides contributions and suggestions for the agency newsletter. • Provides suggestions for licensing system improvements and participates in user acceptance testing when needed. • Monitors office supply levels and advises Administrator when additional supplies are needed. • Ensures state licensing directories are kept up-to-date. • Oversees the agency's records retention and archives process. • Creates and maintains desk procedures for job duties. • Backs up the Office Assistant in the following functions: <ul style="list-style-type: none"> ○ Opens mail, tracks receipt dates, and distributes to appropriate agency staff. ○ Processes agency credit card payments, ensuring that credit card account information is protected.
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 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
Board Members	Email/Telephone/Mail/In-Person	Provide Information	As needed
Licensees	Email/Telephone/Mail/In-Person	License Process	Daily
Administrator	Email/Telephone/Mail/In-Person	Updates and Planning for Licensing Program, Outreach Activities	Weekly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position provides education regarding licensing requirements. These efforts help communicate compliance, licensure, and general education about landscape construction and entry into the profession.

This position determines the best way to translate between English and Spanish as well as appropriate media to use in communicating technical information to diverse stakeholders. Appropriate translations lead to clear understanding by stakeholders related to licensure requirements.

This position plans, drafts, and makes recommendations on outreach initiatives. These outreach efforts help communicate compliance, licensure, and general education about landscape construction and entry into the profession.

This position interprets relevant sections of ORS Chapters 671 & 670 and OAR Chapter 808 and that interpretation is used to determine licensees' compliance with relevant laws. Violations, by statute, carry civil and potential criminal misdemeanor charges, depending on the seriousness of the violation. These initial findings can impact a person's or business's ability to practice landscaping in the state of Oregon. This position provides research/guidance for the board related to administrative hearings procedures

This position determines if licensing requirements are met or should be forwarded to the agency enforcement department.

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, including English/ Spanish bilingual.
- Must possess a driver's license in good standing or be able to provide an effective alternative method of transportation.

Desired Attributes:

- Must be able to express information to individuals or groups effectively, taking into account the audience and nature of the information; make clear and convincing oral presentations; listen to others, attend to nonverbal cues, and respond appropriately. Must be able to communicate comprehensive licensing rules and regulation information to the public, members of the industry, and other stakeholders through email, letters, and verbal communication methods.
- Must be able to recognize or use correct English and/or Spanish grammar, punctuation, and spelling; communicate information in a succinct and organized manner; produce written information, which may include technical material appropriate for the intended audience.
- 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
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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".

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