State of Oregon Position Description

Company: Department of Administrative Services
Organization: Risk Consulting Unit - DAS
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Operations & Policy Analyst 2	**Job Profile ID:**	C0871
Business Title:	Risk Management Analyst	**Position ID:**	000000042084
Employee Name:	Vacant	**Company ID:**	10700
Representation:	OAS	**Budget Auth No:**	1235640

Location: Salem | DAS | General Services Building
Supervisor: Emily Eddy (Business Operations Manager 2)
Position: Operations & Policy Analyst 2
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 Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.
- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.
- Deliver objective, credible management information and analysis to policymakers for informed decision-making.
- Operate statewide financial and administrative systems to ensure accountability and transparency.

We strive to provide the foundation and leadership needed for effective government, partnering with agencies, partners and Oregonians to serve the people of Oregon.

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 Risk Management Analyst provides research, analysis, reporting, project management and system and operational development in support of the Risk Management Program. It works as part of the Risk Consultation Unit (RCU) as well as others on the Risk team providing state agencies with consultation, training, and claims management.

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.

40%-NC-E

Technical Support

- Research, analyze and summarize program identified issues and hazards related to all aspects of risk management.
- Develop and maintain data base(s) and related tools for collection and reporting of information needed for underwriting and program operations.
- Collect, retrieve, review, analyze and summarize, and report the information from database(s) for risks related to underwriting and operational needs.
- Collect, retrieve, create reports, retain, and analyze information and data related to:
  - Program, agency, and enterprise projects
  - Public Records requests
  - Property reporting database
  - Topics of current or emerging trends
- In collaboration with the Risk Consulting Team, facilitate placement or renewals of assigned commercial insurance policies and drafting and maintaining self-insurance polices.

20%-NC-E

Risk Consultation

- In collaboration with the Risk Consulting Team:

Participates in determining the types and kinds of consultations needed. Analyze issues and hazards related to, employee safety, claim cost trends, asset protection, liability, and indemnification. Research, draft, and recommend mitigation opportunities, coverage or language changes and options. Serve as liaison with agencies, brokers, vendors, and contractors on contract reviews, analysis, and risk transfer options.

- Evaluate and interpret statutes, legislative and executive intent, and operating procedures and recommend management, program, and policy action.

20%-NC-E

Agency Outreach

In consultation with the Risk Consultants:

- Develop working partnerships with state agencies.
- Prepare program directed publications such as newsletters, articles, toolkits, website information, and other publications addressing program needs, risk management, safety and claims related topics and best practices.
- Participates in, as well as develops and presents program identified training such as new risk report training and Risk Connection presentations and other training as required.
- Consults with agencies in conducting a range of risk assessments including hazard assessments, site surveys and program risk assessments.
- Coordinate site visits with external insurance carrier or contractors to perform infrared and loss control surveys.
- Develop, participate in, or attend various types of forums and meetings where risk management expertise is needed or requested.
- Collaborate with the RCU team in developing a plan to coordinate the RM program’s agency outreach.

20%-NC-E

Program Analysis, Project Management, and Operational Support

- Participates in the development and maintenance of program performance metrics.
- Analyze and report on program performance metric results. Recommend improvement plans or refinements to metrics and goals.
- Participate in and support program planning and development of program goals and objectives.
- Collaborate with Risk Management staff on varied projects and activities. Represent Risk Management on committees and task forces as assigned.
- Works with Risk Manager and Claims Manager with special projects as assigned. Examples include claims and compliance audits, workflow analysis and process improvement, and other duties as assigned.
- Provide technical, research and operational assistance for the program's ongoing business operations, strategic initiatives, or selected policy matters.
- Coordinate and manage varied projects from concept development through implementation and evaluation.
- Review and analyze proposed legislation and provide supporting documentation to support program position. May recommend or develop changes to existing policy or procedures.
- Assess current operating procedures and requirements in Risk Management Operating Guidelines. Update as needed.
- Serve as key back-up and support of RMIS system administrator.
- Cross train and serve as key back-up and support as assigned.
- 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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:
• Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
• Comply with all agency policies, guidelines, and management directives.
• Maintain a professional demeanor in the performance of all duties.
• Meet and maintain performance expectations.
• Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

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
• ORS Chapter 278
• Oregon Tort Claims Act, ORS Chapter 30
• DAS, EGS, and Risk Rules and Policies
• Collective Bargaining Agreements
• Attorney General Opinions

• Governor's Executive Orders
• Legislative Approved Budgets
• Technical manuals and federal laws/rules
• Oregon Administrative Rules

How are these guidelines used?

Any and all laws, particularly those dealing with tort, insurance, workers' compensation, civil rights, duties and powers of officials, agency enabling statutes, contracts, fidelity, court procedures, protected information and some crimes are used to analyze and evaluate rights and duties of claimants, state officers, employees, agencies, and programs.

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?
Administrators	In Person, by mail, email or telephone	Discuss issues, consult, advise	As Needed
Agency Heads	In Person, by mail, email or telephone	Discuss issues, consult, advise	As Needed
Agency partners	In Person, by mail, email or telephone	Discuss issues, consult, advise	Daily
External stake holders / partners	In Person, by mail, email or telephone	Discuss issues, consult, advise	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Position uses judgement in research, analysis and recommendation of projects, issues, and outcomes. The decisions are reviewed by management and have a program, and sometimes, statewide impact.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
BOM 2	2100146	In Person, by mail, email or telephone	Quarterly	Performance Evaluation
BOM2	2100146	In Person, by mail, email or telephone	As Needed	Regular check ins; Review and progress of work

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 is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; 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. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:
• Knowledge and expertise in risk management and insurance principles
• Excellent conflict management, diplomatic communications, and consulting skills
• Ability to work independently and in teams.
• Ability to collect, analyze and interpret data, communication and apply complex information from multiple sources.
• Ability to tactfully gain cooperation of others.
• Ability to pursue and recover monies owed due to legal liability.
• Program monitoring and coordinating ability; high level of critical problem identification and solving; accurate and credible data analysis and report writing.

Unit Behavioral Expectations:
• Promote excellent customer service at all times.
• Provide receptivity to constructive feedback and alternative viewpoints at all times.
• Exhibit team skills through participation in team projects, assistance, and support to co-workers
• Effectively and efficiently identify and resolve problems.
• Improve policies, processes, and tools to benefit our customers and to support a more effective and efficient program infrastructure

SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
N/A	N/A	N/A

SECTION 12. ORGANIZATIONAL CHART

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

SECTION 13. SIGNATURES

Employee	Date
Manager	Date
Appointing Authority	Date