



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**  
**8/20/2026**

**Agency:** Department of Administrative Services

**Facility:** DAS Risk Management - Claims

☐ New ☒ Revised

**This position is:**

- ☐ Classified  
☐ Unclassified  
☐ Exempt Service  
☐ Mgmt. Svc – Supervisory  
☒ Mgmt. Svc – Managerial  
☐ Mgmt. Svc - Confidential

**SECTION 1. POSITION INFORMATION**

|                                          |                                                |                              |                       |
|------------------------------------------|------------------------------------------------|------------------------------|-----------------------|
| <b>a. Classification Title:</b>          | <u>Operations &amp; Policy Analyst 3</u>       | <b>b. Classification No:</b> | <u>X0872</u>          |
| <b>c. Working Title:</b>                 | <u>Claims Management Consultant</u>            | <b>d. PPDB No/WD ID:</b>     | <u>4003210/000000</u> |
|                                          | <u>DAS Risk Management – Claims</u>            |                              | <u>006031</u>         |
| <b>e. Section Title:</b>                 | <u>Unit</u>                                    | <b>f. Agency No:</b>         | <u>10700</u>          |
| <b>g. Employee Name:</b>                 | <u>Vacant</u>                                  | <b>h. Budget Auth No:</b>    | <u>11300</u>          |
| <b>i. Supervisor Name:</b>               | <u>Eric Mogen</u>                              | <b>j. Repr. Code:</b>        | <u>MMN</u>            |
| <b>k. Work Location (City – County):</b> | <u>Salem / DAS / General Services Building</u> |                              |                       |

|                     |                                               |                                    |                                                    |                                        |
|---------------------|-----------------------------------------------|------------------------------------|----------------------------------------------------|----------------------------------------|
| <b>l. Position:</b> | <input checked="" type="checkbox"/> Permanent | <input type="checkbox"/> Seasonal  | <input type="checkbox"/> Limited Duration          | <input type="checkbox"/> Academic Year |
|                     | <input checked="" type="checkbox"/> Full-Time | <input type="checkbox"/> Part-Time | <input type="checkbox"/> Intermittent              | <input type="checkbox"/> Job Share     |
| <b>m. FLSA:</b>     | <input checked="" type="checkbox"/> Exempt    | <b>If Exempt:</b>                  | <input type="checkbox"/> Executive/Supervisory     | <b>n. Eligible for</b>                 |
|                     | <input type="checkbox"/> Non-Exempt           |                                    | <input checked="" type="checkbox"/> Administrative | <b>Overtime:</b>                       |
|                     |                                               |                                    | <input type="checkbox"/> Professional              | <input checked="" type="checkbox"/> No |
|                     |                                               |                                    | <input type="checkbox"/> Computer                  |                                        |

**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 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:**

Administer a statewide program for reducing management exposure to claims and lawsuits against the state. These are claims that have risen, or are expected to rise, to the level of tort litigation. The management and resolution of these claims frequently involve the need to interface with other branches of government, third party insurers and non-state employers. Settlement provisions may set statewide precedent in the areas of tort and related administrative remedies. This is a confidential position within the state's management team.

### 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|--------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30%       | NC     | E    | <b>Consulting:</b> <ul style="list-style-type: none"> <li>• Consult with and advise state directors, administrators, managers, agency staff and agency general counsel regarding claims and related loss control issues.</li> <li>• Identify issues raised from claim investigations and analyze and resolve these issues.</li> <li>• Work with agency management in reviewing circumstances giving rise to loss and formulate a plan of action to eliminate or reduce the likelihood of a recurrence.</li> <li>• Review and analyze: <ul style="list-style-type: none"> <li>○ Agency administrative rules</li> <li>○ Policies</li> <li>○ Procedures</li> <li>○ Personnel</li> </ul> </li> </ul> |

|     |    |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|----|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |    |   | <ul style="list-style-type: none"> <li>• Consult with trial counsel on lawsuit evaluation and resolution and loss control section on global loss control issues.</li> <li>• Participate in seminars and workshops on claims and loss control issues.</li> <li>• Conduct post-claim resolution reviews on high exposure, complex civil rights and suits with recommendations being made</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 25% | NC | E | <p><b>Analysis:</b></p> <ul style="list-style-type: none"> <li>• Analyze a diverse variety of complex, high exposure, high profile and sensitive tort claims, state and federal lawsuits against agencies, agency officials, managers, employees, and agents to determine coverage, legal liability, degree of negligence, damages, exposure, defense cost, and impact on insurance fund and agency programs.</li> <li>• Make decisions by comparing facts to legal duties, agency program considerations, setting legal precedents and other similar considerations.</li> <li>• Evaluate damages by assessing the degree of the agencies or official's responsibility and the extend of damages.</li> <li>• Review and analyze a variety of records and documents including: <ul style="list-style-type: none"> <li>○ Statutes</li> <li>○ Administrative rules</li> <li>○ Case law</li> <li>○ Hearing and court transcripts</li> <li>○ Contracts</li> <li>○ Medical reports</li> <li>○ Records</li> </ul> </li> <li>• Set and maintain indemnity and legal cost reserves.</li> <li>• Consult with defense counsel and DOJ on cases in litigation as to direction of litigation, its exposure, value, cost, impact, and resolution.</li> </ul> |
| 20% | NC | E | <p><b>Investigation and Negotiation:</b></p> <ul style="list-style-type: none"> <li>• Directly investigate and document facts pertaining to larger, more complex liability claims and suits and large state property losses including: <ul style="list-style-type: none"> <li>○ Determining extent and permanency of bodily injuries, psychological injuries and/or extent of physical damages to property and to the cost to repair or replace.</li> <li>○ Interviewing state managers and their staff and other involved parties</li> <li>○ Obtain and preserve physical and other evidence by taking written or audio video recorded statements, photographs, identifying, tagging, and storing items.</li> <li>○ Direct contract providers in conducting investigation.</li> <li>○ Direct and advise agency management in obtaining information needed for the investigation including conducting at scene, face to face, by phone or written correspondence.</li> </ul> </li> <li>• Resolve claims and lawsuits.</li> </ul>                                                                                                                                                                                                               |

|      |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|----|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |    |    | <ul style="list-style-type: none"> <li>Conduct settlement negotiations, taking into account economic and non-economic damages, the comparative negligence, joint tortfeasors, agency policy consideration, and interests of the respective parties.</li> <li>Conduct negotiations with adversarial or unreasonable claimant, their attorney(s) or their experienced professional legal representative in cases where the state is liable.</li> <li>Resolve state property claims with agencies and pursue recovery from excess property insurance carriers or liable third parties.</li> <li>Explore and use a variety of techniques to resolve a claim, such as the use of structured settlements, resolution of underlying issues, mediation, or arbitration.</li> </ul> <p>Consult with defense attorney on settlement strategies and grant appropriate settlement authority</p> |
| 10%  | NC | E  | <b>Special Projects:</b> <ul style="list-style-type: none"> <li>Assist claim manager with assigned administrative duties such as audits, assignment of claims, and approval of payments.</li> <li>Conduct special projects at the discretion of the claim manager or administrator</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10%  | NC | E  | <b>Program Support:</b> <ul style="list-style-type: none"> <li>Participate in, and support program planning and development of program goals, objectives, and team meetings.</li> <li>Collaborate with Risk Management staff on varied projects and activities.</li> <li>Represent Risk Management on committees and task forces as assigned</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5%   | NC | NE | <b>Other duties to include but not limited to:</b> <ul style="list-style-type: none"> <li>Advise RM management of claims and suits involving high monetary exposure, agency program consideration, media exposure and/or other sensitive issues.</li> <li>Request authority beyond personal limitations for setting reserves and settlement</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 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 hybrid remote work. However, the employee may be required to work in person in Oregon to attend court hearings or other legal proceedings as needed.

In addition, there may be times when a position or an individual is required to be on-site full-time during traditional business hours. Situations requiring on-site presence may include, but are not limited to, training, performance needs, 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**

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

- ORS Chapter 278
- Oregon Tort Claims Act
- Risk Internal Policies
- Oregon Revised Statutes
- Governor's Executive Orders
- DAS Rules and Policies Attorney General Opinions
- Legislative Approved Budgets
- Federal Employment Laws and Regulations

- Oregon Administrative Rules
- Gubernatorial policies
- Technical Manuals and federal laws and rules

**b. How are these guidelines used?**

To apply guidelines and references in performance of job duties and ensure compliance with all applicable statutory mandates in the Risk Management program areas. These include all laws pertaining to liability, insurance, workers' compensation, civil rights, duties and powers of officials, contracts, fidelity, court procedures, and some crimes are used to analyze and evaluate the rights and duties of claimants, state officers, employees, agencies, and programs. They are also used to define Risk Management duties and authority.

## 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? |
|-----------------------|--------------------------------------------------|---------------------------------------------|------------|
| Attorneys             | In Person, by mail, email, telephone, or virtual | Settlement negotiations                     | Daily      |
| Claimant              | In Person, by mail, email, telephone or virtual  | Investigate and negotiate                   | Daily      |
| DOJ Attorneys & staff | In Person, by mail, email, telephone, or virtual | Litigation control and settlement authority | Daily      |
| State Managers        | In Person, by mail, email, telephone, or virtual | Obtain information and advise               | Daily      |

## SECTION 7. POSITION RELATED DECISION MAKING

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

This position investigates, reviews, and analyzes agency and state managers' authority and actions, and determines extent of legal liability exposure and degree of damages. Directly negotiates with adverse claimants and attorneys to settle claims and lawsuits against state managers, and officials, and decides amount of authority to be given to DOJ Trial Division attorneys for settlement. All claim reserving and settlement decisions have consequences directly affecting the long-term and essential operations of the involved agency. Decisions may have a fiscal impact on agencies beyond the subject claim.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

| Classification Title | Position Number | How                                     | How Often | Purpose of Review                                            |
|----------------------|-----------------|-----------------------------------------|-----------|--------------------------------------------------------------|
| BOM 3                | 1370081         | In Person, email, telephone, or virtual | Quarterly | Performance Evaluation ( <i>PAF Performance Evaluation</i> ) |
| BOM 3                | 1370081         | In Person, email, telephone, or virtual | Regularly | Regular check-ins;<br>Review and progress of work            |

**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:

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

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