



State of Oregon Position Description

Company: Oregon Department of Education
Organization: IDEA Programs | School Age Special Education - ODE
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Office Specialist 2	Job Profile ID:	0104
Business Title:	Contracts And Invoice Office Specialist (Unfilled)	Position ID:	000000055515
Employee Name:		Company ID:	58100
Representation:	OAS	Budget Auth No:	374310
Location:	Salem ODE Public Service Building		
Supervisor:	Crystal Brumfield (Education Programs Manager 3)		
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 Oregon Department of Education (ODE) oversees the education of students in Oregon's public K-12 education system. ODE encompasses early learning, public preschool programs, the state School for the Deaf, regional programs for children with disabilities, and education programs in Oregon youth corrections facilities. While ODE isn't in the classroom directly providing services, the agency (along with the State Board) focuses on helping districts achieve both local and statewide goals and priorities through strategies such as: developing policies and standards, providing accurate and timely data to inform instruction, training teachers on how to use data effectively, effectively administering numerous state and federal grants; sharing and helping districts implement best practices. At the Oregon Department of Education, we are guided by the following values: integrity, accountability, excellence, and equity.

The Office of Enhancing Student Opportunities (OESO) contributes to ODE's mission of fostering equity and excellence for every learner through collaborations with educators, partners, and communities by providing support in overall school improvement efforts to Oregon's school districts. The work of this office includes helping districts meet the obligations of IDEA for the education of students experiencing disability, the requirements of the federal program, and overseeing and supporting the Oregon School for the

Deaf. The work of this office impacts local school districts, education service districts, professional associations, and other agencies involved in education programs in kindergarten through post-secondary education. Staff members work with a variety of state agencies and individuals on educational program planning, technical assistance, system improvement and development in line with federal and state laws/regulations.

Section 2b. 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 purpose of this position is to provide secretarial and administrative support to the Legal Administrative Specialist in the management of Dispute Resolution services within the Office of Enhancing Student Opportunities. This position processes contractor invoices and payment documentation to ensure timely and accurate payment of expenditures. This position is also responsible for maintaining appropriate record keeping across Dispute Resolution files and tracking systems, and for maintaining team knowledge management systems, including desk procedures, reference materials, and shared documentation. Additional duties include general clerical support, filing, and assistance with team scheduling and meeting or training preparation.

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.

35% - R - E - Dispute Resolution Inbox Management

- Monitor and manage the Dispute Resolution inbox daily, triaging incoming correspondence from parents, districts, legal representation, and contractors.
- Route inquiries and documents to the appropriate staff member for response or action.
- Respond to routine, non-substantive inquiries directly and escalate complex or time-sensitive matters to the Legal Administrative Specialist or IDEA Resolution Specialist.
- Track inbox correspondence to ensure timely follow-up and response within required timelines.

30% - R - E - Contractor Invoice Processing

- Receive, review, and process contractor invoices for Dispute Resolution services.
- Route invoices for approval and payment processing in accordance with agency procedures.
- Track outstanding invoices and follow up with contractors or internal staff as needed to resolve discrepancies.
- Maintain accurate records of invoice status, payment history, and related documentation.

15% - R - E - Record Keeping and Office File Organization

- Maintain organized, accurate records of Dispute Resolution inbox activity, invoices, and related correspondence.
- Maintain and organize office files, both physical and electronic, ensuring consistency and accessibility.
- Support maintenance of team knowledge management systems, including desk procedures and reference materials.
- Assist with version control and organization of Dispute Resolution documentation.

15% - N - E - Backup Support for Legal Administrative Specialist

- Serve as backup support to the Legal Administrative Specialist, including processing incoming complaints when needed.
- Assist with data entry into the Dispute Resolution Database during periods of high volume or staff absence.
- Provide coverage for routine Dispute Resolution administrative tasks as assigned.

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.

Typical office environment. Daily work on computer terminal. The office environment can be noisy and busy with interruptions. Occasionally multiple deadlines and priorities when preparing for workshops and meetings. The office receives many phone calls which can add to the workload. Some moderate lifting and carrying may be necessary as part of other tasks. Occasional travel to off-site meetings and conference locations may be required.

SECTION 5. GUIDELINES

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

IDEA, Oregon Revised Statutes, Oregon Administrative Rules, ODE Policies and Procedures, Gregg Secretarial Handbook, desk procedures manual, computer manuals, Oregon State Board Policies and House Bill 2991, Oregon's Education Act for the 21st Century.

How are these guidelines used?

Used as reference to ensure correct policies, procedures and timelines are followed. Also, used to gather specific information and data to answer questions from information requests.

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?
Advisory Committee and groups	In Person, by mail, email or telephone	Information/materials/assistance	Weekly
ODE staff	In Person, by mail, email or telephone	Information/materials assistance	Daily
Public/parents	In Person, by mail, email or telephone	Information/assistance	Daily
Schools/Districts/ESDs	In Person, by mail, email or telephone	Information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Answering questions on special education and knowledge of duties of individual staff for transferring calls and directing the public. Knowledge of programs, policies, procedures, rules and regulations essential in order to give accurate and appropriate information. Prioritizing duties assigned in order to meet established timelines and deadlines. Keeping Lead Worker, Education Program Specialist and/or Work Unit Coordinator informed of problems or delays in accomplishing the work assignment.

Often this position works independently on several projects at one time. It is important to keep calendars updated, to do reminders of project deadlines, and to keep reminders of upcoming meetings for Manager/Educational Specialists and ask for any handouts to be duplicated.

Reserving meeting rooms, hotel accommodations, and conference workshop rooms generally in the Salem and Portland area.

These decisions must be made accurately and promptly to assure smooth and efficient functioning of the office. Must be sensitive to materials that could be of political and/or confidential in nature.

Training is encouraged in keeping up to date with Word, Access, Excel, PowerPoint (Web Posting) News and current ODE computer software programs.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Education Programs Manager 3	0000150	In Person, by mail, email or telephone	As Needed	Yearly evaluation based on outcomes of work product and completion of mutually agreed upon goals.

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:

Knowledge of Office of Enhancing Student Opportunities (OESO) programs would be helpful.

Oral and written communications experience; Exceptional people skills, good communicator and good writing skills; Excellent short-term and long-term planning, organization, and follow-through; Ability to work under pressure; Good organizational skills, good communicator and good writing skills; Strong word processing and proofreading skills; Competency in producing documents that are camera ready; Competency in software programs such as Word, Excel, Access, PowerPoint, Adobe Illustrator; Ability to produce mailings by incorporating different software programs i.e. Excel, Access, PowerPoint, and mail merge; Flexibility/adaptable; Ability to update procedure manuals effectively so that procedures are clear and concise; Ability to prepare for and follow-up regarding large and small meetings.

This position requires successfully passing a pre-employment background check. The pre-employment check may include a review of the following records: criminal background, DMV, licensure, and sexual misconduct. Adverse background data may be grounds for immediate disqualification, withdrawal of a conditional job offer, or termination of employment.

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