



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

(only change if revisions are made)

Agency: Dept of Transportation

Division: Operations, Urban Mobility Office

This position description is for:

- A new position that is being established
An existing position that is being revised
No change - Annual review

Service Type of this position is:

(Check one box only)

Management Service (X):

- Supervisory (MMS)
Managerial (MMN)
Confidential (MMC)

Unclassified:

- Executive Service (Z)

SECTION 1. POSITION INFORMATION

a. Classification Title: Operations & Policy Analyst 3
b. Classification No: X0872
c. Establish Date: July 1, 2019
d. Position No: 1921081
e. Working Title: Toll System Technology Contract Mgr
f. Agency No: 73000
g. Section Title: Urban Mobility/Toll Program
h. Budget Auth No:
i. Employee Name: Vacant
j. Union Repr Code: N/A
k. Work Location (City - County): Portland - Multnomah
l. Supervisor Name: Lucinda Broussard

m. Position: Permanent, Seasonal, Limited Duration, Double Fill
n. Position: Full-Time, Part-Time, Intermittent, Job Share, Academic Year
o. FLSA: Exempt, Non-Exempt; If Exempt: Executive, Professional, Administrative
p. Eligible for Overtime: Yes, No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. 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 Transportation exercises leadership and vision in promoting, developing and managing a statewide network of transportation systems and facilities.

The Urban Mobility Office (UMO) delivers the design, development, and implementation of complex multi-modal transportation mega projects and systems for the most densely populated and fastest growing geographical region in the state. The office includes the Comprehensive Congestion Management and Mobility Plan (CCMMP), which outlines priority projects that collectively improve urban mobility across the Portland Metro region with tolling as an essential funding strategy. The UMO’s public affairs, economic equity, mega project delivery and toll programs support this work. In addition, the office includes a large consultant staff, potentially numbered in the hundreds, to successfully deliver the largest and most complex infrastructure projects and initiatives in the state.

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 UMO is developing toll options that work for the region in collaboration with our local and regional partners, stakeholders, and communities. The toll program includes the I-205 Toll Project, from OR213 to Stafford Road, and system wide tolls on I-5, from Boone Bridge to the N. Going Street and on I-205, from I-5 to the Glenn Jackson Bridge. The toll program is currently in the planning/environmental phase of work and will be evaluating variable-rate tolls as part of the National Environmental Protection Act (NEPA) process.

The Toll System Technology Contract Manager (TCM) will lead the toll system effort, including gathering and refining toll system requirements under the direction and guidance of the Toll Program Director. This position provides business-related knowledge that orients the architecture of the tolling system and ensures that national standards and Oregon requirements are reflected in the system design. The Toll System TCM assesses the business impact of proposed change scenarios and creates strategies and plans for the timely and successful implementation of the solution. This person represents both the business system owner and the user community, and plays an essential part in controlling the decisions on choices related to the business solution.

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 – for ADA purposes.

The following are general requirements for performance of the duties listed below: maintains regular and punctual attendance; contributes to a positive and productive work environment; establishes and maintains professional and collaborative working relationships with all contacts.

Be a respectful member of a team, which includes communicating and working effectively and appropriately with a variety of individuals or groups with diverse cultural beliefs, values and behaviors.

Be responsible for achieving the Department’s Affirmative Action goals through recruitment, selection and retention of protected class individuals. Promote and support the value the Department places on Equal Employment Opportunity (EEO), Affirmative Action (AA), Diversity and Working Guidelines through individual actions and interactions with employees, applicants, stakeholders, community partners, and landowners.

% of Time	N/R/NC	E/NE	DUTIES
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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”.

30%	N	E	<p>Policy Analysis</p> <ul style="list-style-type: none"> • Work with the Toll Policy Manager to identify, prioritize, and review key policy issues relating to the toll program's ability to accomplish its mission, operate efficiently and effectively, and in alignment with the Director's Office strategic plan and the toll policy decisions. Plan, create, coordinate and/or initiate necessary policy changes to realize final necessary change management. • Analyze data to prepare management reports defining and evaluating root causes of problems within the department's business processes and communicate potential leverage points to recommended effective and sustainable solutions of operational areas of concern. • Work with subject matter experts to obtain data and then use the data to inform decisions on process improvement areas of focus. Use the data in the design and creation of new or improved toll program business processes. • Develop and maintain productive working relationships with staff within the Department of Administrative Services, other state agencies, and ODOT staff (such as DMV) with whom work must be coordinated or interfaced. Work effectively with senior-level decision-makers and their staff. Communicate in non-technical language.
30%	N	E	<p>Operational Research & Evaluation</p> <ul style="list-style-type: none"> • Under the guidance of the Toll Program Director, gather, organize, and analyze comprehensive organizational and operational information of procedures or problem areas within the toll program to develop solutions or alternative methods of proceeding with implementation of operational and software systems. This may include identifying possible grants and preparing applications for grant funds. • Coordinate and collaborate with a diverse set of stakeholders; identify, balance, and prioritize their needs with the needs of the department effectively. • Engineer key business processes to create efficiencies and establish overall business processes and processes improvement opportunities within the toll program. Develop new analytical methods and business models to create on-going improvement in service delivery effectiveness. Align overall strategic goals and project or process priorities within the department. Ensure project elements either align with the department's policies, rules, and laws, or initiate the needed changes.

			<ul style="list-style-type: none"> • In response to the business process review work, lead the appropriate policy, process, and administrative rule updates to reflect changes made to the department's business processes and changes in policy direction. Recommend statutory changes. • Make recommendations to the Toll Program Director on opportunities for streamlining, better service delivery, and changes to policy direction.
30%	N	E	<p>Contract Administration/Project Management Responsibilities:</p> <ul style="list-style-type: none"> • Lead business requirements analysis and verification for highly visible, mission-critical projects. Ensure requirement statements are complete, consistent, concise, comprehensive, traceable, feasible, unambiguous and verifiable. May require developing and effectively recommending new standards of operations. • Work to implement approved systematic changes. Coordinate and support activities of project implementation teams with contractors, subject matter experts, senior managers, and other agency staff. • Plan, assign, review, and approve work to project and division team members and vendors assisting in analysis and project delivery. • Perform project management role for toll system projects within the toll program, from initiation through implementation. Liaison if needed with ISB, Communications, DMV, and other stakeholders to clearly define business objectives and manage through completion. <p><u>Contract Development</u></p> <ul style="list-style-type: none"> • Represents management in the development of outsourcing contracts for toll system technology projects. Responsibilities include: project scoping, cost and timelines; selection of alternative contracting techniques such as design-build, CM/GC or A+B (+C); development of pre-qualification criteria; determination of warranty language, and coordination of the Request for Proposal process. • Work involves close coordination with regional Technical Center Managers, statewide Information Systems (IS), and statewide Intelligent Transportation Systems (ITS) to insure technical elements are identified and the ODOT Procurement Office to insure the contract scoping process is conducted in accordance with federal, state, and agency rules, regulations, policies, and direction. Closely coordinates with internal stakeholders during contract development process.

			<p><u>Vendor Selection and Contract Award</u></p> <ul style="list-style-type: none"> • Participates in vendor selection process. Plays a key role in the evaluation of vendor proposals and makes selection recommendations to the Toll Program Director, and the Urban Mobility Office Deputy Director and Director. • Represents the Urban Mobility Office, and statewide interests in vendor negotiations regarding final contract terms to include adjustments in price, time, and/or contract specifications. <p><u>Coordination & Communication</u></p> <ul style="list-style-type: none"> • Manage the design, pre-bid and pre-construction meetings. Invitees should include appropriate state, FHWA, contractor, consultant, local agency, utility staffs and others as necessary. • Meet with the contractor/consultants regularly to plan and coordinate work, and resolve project issues of work areas, scheduling concerns, sequence of operations, and other contract topics. • Establish and maintain positive relations with contractor/consultant staff while ensuring quality and timely delivery of products. • Maintain required flow of verbal and written communication with other state offices, contractors, consultants, FHWA, local and other public agencies on construction contract issues. • Ensure that business and property owners, elected and local agency officials and the media are advised on the effects of construction work to their community or operations. • Communicate with other ODOT Project Managers on common issues in construction on current projects. • Lead design and construction efforts to assure community input is obtained and followed through in both design and construction phases.
5%	N	E	<p>Legislative Coordination</p> <ul style="list-style-type: none"> • Analyze proposed legislation that impacts the toll program as assigned by toll program Director or Government Relations staff. Conduct comprehensive cost estimating, budgeting, and analysis for needed resources and present information for consideration. If needed, identify alternative methods to accomplish the end goals. • Analyze program data and prepare documents for presentation to executive steering teams and/or legislative audiences. • Prepare fiscal analysis of bills to acquire resources, as needed.

5%	N	E	<p>Other Duties</p> <ul style="list-style-type: none"> Identify grant opportunities and prepare applications; work collaboratively with communications to prepare written materials that inform stakeholders about the program. Work collaboratively with other staff in the Urban Mobility Office on assigned work not related to toll or the program.
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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 operates in an office environment with a heightened need for transparency and accountability. Frequent contact with a variety of customers, co-workers and vendors requires effective communication and the ability appropriately handle situations that may be stressful, emotionally charged or hostile.

Additional conditions:

General office conditions: Employee will have frequent, short notice and short time frames for completion of assignments. Position requires extensive and varied use of personal computer (email, word processing, spreadsheets, databases, project scheduling, etc.) Position may require occasional travel that may include driving a state or personal vehicle on state business. Employee must maintain a valid driver's license and the ability to drive.

Diversity: The Urban Mobility Office 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 the Urban Mobility Office.

Team Environment: The Urban Mobility Office has a team oriented environment. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. Team participation requires being prepared for meetings, bringing issues and possible solutions for the team to resolve, obtaining agreement through the use of consensus when appropriate, giving and receiving feedback, committing to support and help other team members, sharing in the leadership of the team and agreeing to buy-in and actively support decisions made by the management team. This position may also be required to participate in cross functional or problem solving teams as needed.

Data sensitivity: This position has access to personally identifiable information and will be expected to follow the department's policies related to data security

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.

The person in this position will be expected to maintain a thorough understanding of applicable laws, rules, policies and procedures, including those specific to tolls and value pricing. Auditors rely upon Oregon Revised Statutes, Oregon Administrative Rules, and any applicable procedures that may be established for the projects.

b. How are these guidelines used?

These guidelines are used daily in the performance of all facets of the job.

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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
UMO Management	Phone/Writing/In person	Gather information; evaluate systems and possible enhancements; coordinate on projects	Daily
UMO Staff/ODOT Staff	Phone/Writing/In person	Gather information; evaluate systems and possible enhancements; coordinate on projects	Daily
Vendors/Account Managers	Phone/Writing/In person	Gather information; evaluate systems and possible enhancements; coordinate on projects	Daily
Consultants	Phone/Writing/In person	Gather information; coordinate on projects	Weekly
Public/Stakeholders	Phone/Writing/In person	Provide updates; gather feedback	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

a) Describe the typical decisions of this position.

This person works under the guidance and direction of the Toll Program Director. The scope of decisions include program and project related policies and procedures that have a direct effect on ODOT key initiatives, and the credibility and perception of all of ODOT. Self-direction must be used in decision making in order to meet time constraints, technical information demands, and to leverage available information. In consultation with management, decisions frequently commit the agency to both a course of action and spending level.

Poor decisions about general policies and procedures can result in unsuccessful operational outcomes, service levels not being met, customer dissatisfaction and complaints, low employee morale, negative publicity in the media, and severely reduce ODOT's credibility with the legislature. Poor program and project management decisions can result in unsuccessful program and project outcomes, schedules not being met, loss of funding or over-expenditure, and corrective actions not being taken.

b) Explain the direct effect of these decisions.

It is imperative that decisions avoid negative impact on the public, employee grievances, our ability to meet legislative timeframes, and our ability to accomplish organizational mission and goals. Poor decisions about general policies and procedures can result in unsuccessful operational outcomes, service levels not being met, customer dissatisfaction and complaints, low employee morale, negative publicity in the media and severely reduce ODOT's credibility with the legislature. Poor program and project management decisions can result in unsuccessful program and project outcomes, schedules not being met, loss of funding or over expenditure, and corrective actions not being taken. Furthermore, decisions leading to inaccurate analyses and cost/workload forecasts can adversely affect meeting requirements in legislation, credibility with the legislature and other key external stakeholders.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position No.	How	How Often	Purpose of Review
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>				
Toll Program Director (PEMG)	0105004	Individual meetings, team meetings, and review of staff reports	On a regular basis, generally weekly and at key junctures in the course of major work assignments	To monitor overall progress on assigned duties, coordinate work, evaluate the quantity and quality of work performed and to review the status of projects. The review is also to respond to unexpected
UMO Deputy Director (PEMH)	0033001	Individual meetings, team meetings	As needed	Provide guidance/support as needed
UMO Director (PEMI)	1111088	Individual Meetings, team meetings	As needed	Provide guidance/support as needed

SECTION 9. OVERSIGHT FUNCTIONS FOR MANAGEMENT SERVICE SUPERVISORY (MMS) POSITIONS ONLY

a. How many employees are directly supervised by this position? N/A

How many employees are supervised through a subordinate supervisor? N/A

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:

- Possession of a valid driver's license
- Strong communication skills – ability to communicate technical content in an understandable manner to general audiences, good writing skills, the ability to cater messages to specific audiences such as ODOT leadership, agency partners, and technical teams; ability to communicate needs to technical staff and understand analytical capabilities given specific time/budget constraints
- Project management skills - ability to work on and lead multiple assignments while scoping, assigning, reviewing and coordinating with staff and business partners.
- Demonstrated ability to exercise discretion and independent judgement while communicating with high-profile individuals in a tactful and professional manner.

- Coordination skills – experience coordinating efforts with internal staff, MPO's, locals, other state agencies, federal level of involvement.

Desired Attributes/Application Scoring Criteria for the Recruitment Announcement

- Proven experience in installing, operating, and maintaining active toll systems.
- Understanding of tolls and congestion pricing principles, policies and best practices.
- Experience in applying facilitation skills to strategically facilitate teams of technical staff, develop business plans and strategies to meet goals and objectives.
- Experience reviewing and managing consultants work products to ensure compliance with ODOT or state and federal design standards.

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

Operating Area <i>(Personal Services; Services & Supplies; Capital Outlay)</i>	Biennial Amount (\$00000.00)	Fund Type <i>(General; Other; Federal; Lottery)</i>
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".		
N/A		

DESIGNATION OF NAME-BASED CRIMINAL BACKGROUND CHECK (CBC) REQUIREMENT:

Review the criteria below . Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, a CBC is required prior to filling the position.

The employee in this position...

1. Provides information technology (IT) services and has control over access to Department information technology systems that could allow the individual to harm these systems or the information contained within the systems. This relates to having responsibilities that involve development, programming, installation, maintenance or other technical aspects related to Department hardware and software. It is not intended to include positions with responsibilities that only utilize IT systems, such as entering and retrieving data. Yes No
2. Has responsibility for receiving, receipting, or depositing money or negotiable instruments. Yes No
3. Has responsibility for payroll functions. Yes No
4. Has responsibility for purchasing or selling property, or has access to private property in the Department's custody (such as Right of Way and Facilities). It is not intended to include positions with responsibilities that may involve simply being on private property to perform certain duties. Yes No
5. Has access to personal identification information about employees or members of the public, including Social Security numbers, date of birth, driver license numbers, medical information, personal financial information or criminal background information. Yes No

DESIGNATION OF NAME-BASED AND FINGERPRINT-BASED CRIMINAL BACKGROUND CHECK (CBC)

REQUIREMENT:

Review the criteria below . Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, both a name-based and a fingerprint-based CBC are required prior to filling the position.

The employee in this position...

- 1. Has tasks associated w ith the verification, data entry, or modification of driver identity information. Yes No
- 2. Has access to driver or customer systems that w ould permit the entry or modification of driver identity information. Yes No
- 3. Has tasks associated w ith taking, review ing, or accepting photos for driver licenses and identification cards. Yes No
- 4. Is a supervisory or management position that can affect the work of employees w ho perform any of these tasks. Yes No

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- 5. Has unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas. Yes No

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, and employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date
Appointing Authority Signature	Date	Printed Name of Appointing Authority	