



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**

(only change if revisions are made)

**Agency:** Dept of Transportation

**Division:** Operations, Urban Mobility Office

**Service Type  
of this position is:**

(Check one box only)

Classified (C):

Represented (fill in 1.j below)

Unrepresented

This position description is for:

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

**SECTION 1. POSITION INFORMATION**

<b>a.</b> Classification Title:	<u>Operations &amp; Policy Analyst 2</u>	<b>b.</b> Classification No:	<u>C0871</u>
<b>c.</b> Effective (Est.) Date:	<u>July 1, 2019</u>	<b>d.</b> Position No:	<u>1921091</u>
<b>e.</b> Working Title:	<u>Toll Business Analyst</u>	<b>f.</b> Agency No:	<u>73000</u>
<b>g.</b> Section Title:	<u>Urban Mobility/Toll Program</u>	<b>h.</b> Budget Auth No:	
<b>i.</b> Employee Name:	<u>Vacant</u>	<b>j.</b> Union Repr Code:	<input type="checkbox"/> SEIU(OA)
<b>k.</b> Work Location (City – County):	<u>Portland - Multnomah</u>		<input checked="" type="checkbox"/> AEE (E)
<b>l.</b> Supervisor Name:	<u>Lucinda Broussard</u>		

<b>m. Position:</b> check the one/s that apply	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Limited Duration	<input type="checkbox"/> Double Fill
<b>n. Position:</b> check only the one that applies	<input checked="" type="checkbox"/> Full-Time	<input type="checkbox"/> Part-Time	<input type="checkbox"/> Intermittent	<input type="checkbox"/> Job Share
	<input type="checkbox"/> Academic Year			
<b>o. FLSA:</b>	<input type="checkbox"/> Exempt	<b>If Exempt:</b>	<input type="checkbox"/> Executive	<b>p. Eligible for Overtime:</b> <input checked="" type="checkbox"/> Yes
	<input checked="" type="checkbox"/> Non-Exempt		<input type="checkbox"/> Professional	<input type="checkbox"/> No
			<input type="checkbox"/> Administrative	

**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. These systems and facilities provide access to Oregon for the State's citizens and visitors, provides efficient movement of commerce, goods and services, ensures the safety of transportation systems users, and enhances Oregon's competitive position in national and international markets. ODOT is a geographically-spread organization of approximately 4500 FTE with a \$3.8 billion biennial budget.

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 Business Analyst will support the Toll Operations Group Manager by analyzing and reviewing toll systems functional/tech designs & specs, and test documents for the toll systems.

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**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.*

% of Time	N/R/NC	E/NE	DUTIES
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i>			
30%	N	E	<p><b>Toll System Program Analysis</b></p> <ul style="list-style-type: none"> <li>• Plan, prepare, and perform testing. Verify the functionality and accuracy of new and modified programs, data, and output with business customers. Gather, organize, and analyze toll systems functional/tech designs and assist in the development of solutions or alternative methods of proceeding with implementation of operational and software systems.</li> <li>• Ensure that changes satisfy requirements and comply with standards, state and federal rules, and agency policies.</li> <li>• Work with management and customers to make final decision to install programs and data into production. Coordinate and collaborate with a diverse set of stakeholders; identify, balance,</li> </ul>

			<p>and prioritize their needs with the needs of the Toll program effectively.</p> <ul style="list-style-type: none"> <li>• Develop documentation and training materials as required.</li> <li>• Assess key business processes established to create efficiencies and overall business processes and processes improvement opportunities within the toll program.</li> </ul>
30%	N	E	<p><b>Toll System Improvement</b></p> <ul style="list-style-type: none"> <li>• Coordinate system maintenance and enhancements, standard legislative implementations, minor infrastructure modifications and upgrades.</li> <li>• Assist in the creation of requests for work.</li> <li>• Coordinate with vendor to make system changes by monitoring and evaluating business needs, changes in laws and regulations, and new objectives and priorities for the organization.</li> <li>• Analyze business needs and requirements and recommend options to determine the best methods to meet the needs.</li> <li>• Establish and perform requirements tracing through testing the system</li> <li>• Test and analyze proposed Toll software systems using best in class approaches, during system/functional/user/regression/integration testing prior to commission testing.</li> <li>• Monitor the progress of work and keep customers and management informed.</li> <li>• Ensure that requests are completed in an accurate and timely manner.</li> <li>• Identify issues that impede progress and work with affected parties to mitigate issues as appropriate.</li> </ul>
15%	N	E	<p><b>Toll System Testing</b></p> <ul style="list-style-type: none"> <li>• Leads efforts of combined staffing including unit, management, and information systems staff to review, assess, and analyze multiple systems.</li> <li>• Analyze operational processes, goals, and objectives and identifies data requirements.</li> <li>• Receives and analyze suggestions from staff and management to improve system functionality.</li> <li>• Researches, assists in configuring, and is responsible for testing new and revised systems as they relate to tolling programs</li> </ul>

			<p>necessitated by changes or developments in laws, rules, or procedures.</p> <ul style="list-style-type: none"> <li>• System testing is developed to result in well-designed systems that can be efficiently implemented and updated. The resulting outputs of the systems affect tolling program success.</li> </ul>
15%			<p><b>Toll System Reporting</b></p> <ul style="list-style-type: none"> <li>• Implement approved changes to processes, procedures</li> <li>• Oversee toll system changes</li> <li>• Coordinate and support activities of project implementation teams, including contractors, subject matter experts, senior managers, and other agency staff.</li> <li>• Create/Review and maintain: <ul style="list-style-type: none"> <li>○ Requirement documents</li> <li>○ system design documents, plans, and changes,</li> <li>○ risk registers, defects and resolution logs</li> <li>○ User stories</li> <li>○ workflow charts, process and data flow diagrams</li> <li>○ Test documents</li> <li>○ Program reports</li> <li>○ ad-hoc reports as requested</li> </ul> </li> </ul>
5%	N	E	<p><b>Legislative Coordination</b></p> <ul style="list-style-type: none"> <li>• Track legislation directly related to tolling, prepare fiscal impact statements when required.</li> <li>• Identify the need for changes in programs or procedures due to legislative changes or changes in business needs.</li> </ul>
5%	N	E	<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with other staff in the Urban Mobility Office on assigned work not related to toll or the program.</li> </ul>

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100%

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#### SECTION 4. WORKING CONDITIONS

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**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

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## SECTION 5. GUIDELINES

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**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.

The person in this position will be expected to maintain a thorough understanding of applicable laws, rules, policies and procedures, including those specific to tolling and value pricing listed below:

Oregon Revised Statutes

Administrative Rules

ODOT Policies and Procedures

State Policies and Procedures

ODOT FHWA Application for Tolling

Tolling Systems & Planning Processes and Procedures

Tolling System Requirements and other Documentation

Bill Analysis Handbook

Roles and Responsibilities

ODOT Procurement Office Manuals and Procedures  
 Project Management Guide  
 Systems Modernization Plan  
 Employee Expectations  
 System Objectives and Functional Principles  
 Ethical Decision Making Model  
 FASM Procedure Manual  
 ODOT Strategic Plans  
 Oregon Transportation Plan  
 Oregon Highway Plan

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

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

All are used to assist in determining the appropriate action to be followed in aiding the agency to complete its mission. This position uses this information to form a basis for making decisions about appropriate actions for resources assigned to the toll program.

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**SECTION 6. WORK CONTACTS**

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**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

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**SECTION 7. POSITION RELATED DECISION MAKING**

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**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.

**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. 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 or highly sensitive matters and to provide direction where agency position is not clear.
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**

**NOT APPLICABLE FOR THIS SERVICE TYPE**

**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 individuals in a tactful and professional manner.
- Coordination skills – experience coordinating efforts with internal staff, MPO’s, locals, other state agencies, vendors, and federal partners.

**Desired Attributes/Application Scoring Criteria for the Recruitment Announcement**

- Proven experience in analyzing, testing, and reporting for toll systems
- An understanding of tolls and how they are applied in various scenarios, including congestion pricing, fixed, and variable rate pricing.
- Experience applying and implementing continuous improvement practices to meet toll system goals and outcomes.
- Experience reviewing and managing consultant/vendor 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 &amp; Supplies; Capital Outlay)</i>	Biennial Amount (\$00000.00)	Fund Type <i>(General; Other; Federal; Lottery)</i>
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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".

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 with the verification, data entry, or modification of driver identity information. ....  Yes  No
- 2. Has access to driver or customer systems that would permit the entry or modification of driver identity information. ....  Yes  No
- 3. Has tasks associated with taking, reviewing, 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 who perform any of these tasks. ....  Yes  No

**CJIS**

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

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## SECTION 11. ORGANIZATIONAL CHART

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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.***

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## SECTION 12. SIGNATURES

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\_\_\_\_\_  
Employee Signature                      Date

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Supervisor Signature                      Date

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Appointing Authority Signature                      Date

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Printed Name of Appointing Authority