



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
8/23/2018

Agency: Oregon Health Authority

Division: External Relations Division

☒ New ☐ Revised

This position is:

- ☒ **Classified**
☐ **Unclassified**
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc – Confidential

SECTION 1. POSITION INFORMATION

- a. Classification Title: Administrative Specialist 2
- b. Classification No: C0108 c. Effective Date: _____
- d. Position No: _____
- e. Working Title: Ombuds Eligibility and Intake Support Specialist
- f. Agency No: 44300
- g. Section Title: External Relations Division – ERD – OHA Ombuds Program
- h. Employee Name: _____
- i. Work Location (City — County): Salem – Marion, Portland Oregon or other location in Oregon
- j. Supervisor Name: Sarah Dobra
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ Non-Exempt
- m. Eligible for Overtime: ☒ Yes ☐ No

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.

OHA values health equity, service excellence, integrity, leadership, partnership, innovation, and transparency. OHA's health equity definition is "Oregon will have established a health system that creates health equity when all people can reach their full potential and well-being and are not disadvantaged by their race, ethnicity, language, disability, age, gender, gender identity, sexual orientation, social class, intersections among these communities or identities, or other socially determined circumstances. Achieving health equity requires the ongoing collaboration of all regions and sectors of the state, including tribal governments to address: the equitable distribution

or redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Health Policy and Analytics Division is aligned with the Oregon Health Authority’s core values of partnership, service excellence, leadership, integrity, health equity, innovation, and transparency. In our practice, these values are expressed through:

Service Excellence:

- Understanding and responding to Oregon public health needs and the people we serve
- Pursuing our commitment to innovation and science-based best practices
- Fostering a culture of continuous improvement

Leadership:

- Building agency-wide and community-wide opportunities for collaboration
- Championing public health expertise and best practices
- Creating opportunities for individual development and leadership

Integrity:

- Working honestly and ethically in our obligation to fulfill our public health mission
- Ensuring responsible stewardship in public health resources

Health Equity:

- Eliminating health disparities and working to attain the highest level of health for all people
- Ensuring the quality, affordability, and accessibility of health services for all Oregonians
- Integrating social justice, social determinants of health, diversity, and community

Partnership:

- Working with stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, and respecting internal and external ideas and opinions
- Exploring and defining the roles and responsibility of public health staff and partners

Innovation:

- We are not satisfied with the status quo if there are new and better ways to meet the needs of the people we serve. We bring creativity, experience, and openness to our search for solutions to problems. We pursue opportunities to develop new evidence to evolve our practices.

Transparency:

- We communicate honestly and openly, and our actions are upfront and visible. We provide open access to information and meaningful opportunities to provide input and participate in our decision-making.

The OHA External Relations Division is comprised of the OHA Communications Program, Government Relations Program and Member, Office of Community Health and Engagement (OCHE), and Member and Partner Engagement and Support (MPES) Office. All Programs in the Division are outward facing, represent all areas of OHA’s work throughout all levels of the community from those receiving services to legislators, community partners, Oregon Health Plan members, contractors and service providers, to media. The Division facilitates engagement, bi-directional communication and transparency across all OHA Divisions, Programs and with other state agencies to support OHA programs and strategies throughout Oregon and to bring community input and experiences internal to the agency at all levels of agency work.

The Member and Partner Engagement and Support (MPES) Office works closely with other ERD units to ensure the voice and experience of members, all partners and beneficiaries of public benefit health programs, can be effectively used to identify process improvements that allow OHA to achieve its triple aim. In alignment with OHA’s commitment to eliminate health inequities by 2030, work is focused on bringing the voice of

populations most harmed by health inequities into OHA program, operational and policy work to achieve health equity and target elimination of health inequities.

- The OHA Ombuds Program – Reports directly to the Governor, OHA Director and OHA Policy Board. Works directly with OHP members when systems, policies or programs within Medicaid do not lead to intended access to or quality of care. Supports individual resolution and systems improvement.
- Innovator Agent Program– works directly with CCO, Community Advisory Councils, OHP members, community partners and organizations, and local government to help make operational Oregon's Coordinated Care Model in local communities. Integrates workgroup communities of practice agencywide and brings community feedback from partners and contractors into the agency for system and operational improvement.
- Feedback Team, - provides comprehensive feedback management structure and support as part of ERD's Community Engagement leadership agency wide. The team supports' OHA's ongoing commitment to advancing health equity in Oregon through centralizing and acting on partner and member feedback. By centralizing feedback, we can better understand and proactively respond to issues communicated by the people we serve as well as act on structural and systemic improvements.

The Oregon Health Authority (OHA) Ombuds Program acts as an impartial advocate for individuals eligible for and enrolled in the Oregon Health Plan, and others served by OHA programs. This position supports all administrative and programmatic functions of the OHA Ombuds team to ensure the Ombuds program is able to advocate for Oregon Health Plan members and prioritize individual and system level Ombuds case work. This position supports the overall OHA Ombuds program which identifies, articulates, and recommends policy or procedural changes to strengthen OHP members' access to quality, value-based care where individual Ombuds cases identify systems or policy concerns.

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 primary purpose of this position is to coordinate and escalate feedback and concerns coming to OHA Ombuds Program, and evaluate and triage information and referrals across the agency and to various programs and provide data management and Ombuds reporting using the Relationship Engagement Management Application (REMA) – a Microsoft Dynamics 365 CRM tool. This position will particularly focus on the anticipated influx of eligibility related concerns coming to the Ombuds Program with anticipated OHP eligibility and re-enrollment changes as a result of federal Medicaid changes.

Key responsibilities include daily case intake, evaluating and determining concerns which are within Ombuds Program scope; tracking and assignment of OHA Ombuds case work; robust data analysis, data integrity oversight and data dictionary management, monthly and quarterly data reporting of Ombuds work and management of OHA Ombuds Program team trainings and meetings. This position also provides administrative, operations, client and program support to the Ombuds Teams within the External Relations Division (ERD), in service to transformative, community-led, and community-owned initiatives and the mission, vision, values and goals of the Oregon Health Authority.

This position will conduct daily case intake for the Ombuds Program with a robust case management software system that tracks Ombuds case work (including HIPPA Compliance to

manage private health information), improves reporting capabilities, and centralizes feedback allowing for comprehensive, transparent, and timely reporting. Coordinating and escalating feedback to the appropriate team requires interpreting and applying Ombud policies and rules using the Oregon Revised Statute (ORS) 414.712 and will interpret and evaluate other laws, rules, policies, procedures to ensure Ombuds-related Medicaid case work is directed to the Ombuds Program, focusing on interpreting Medical Assistance Program rules 410-120-000 and non-Ombuds work is responded to appropriately throughout the agency. This position will be responsible for follow-up and management of non-Medicaid related work including establishing robust referral pathways, clear data tracking, and case follow-up and closure for non-Medicaid cases. The position will conduct program integrity and assure operational alignment and compliance by creating, reviewing, and evaluating Program metrics and measures. This is done to solicit and synthesize critical information and insights within programs, OHA divisions, Federal agencies, and community providers, councils, and individuals with intent to identify issues, help negotiate solutions and process improvements, integrate community feedback into internal OHA operational and policy actions, and adopt best practices. As a result, this position will help ensure overall program integrity to the person-centered. Ombuds processes and determines Ombuds processes and standards by developing and building Power BI reporting metrics that support person-centered agency responsiveness.

The primary purpose of the OHA Ombuds Program Administrative Specialist is to perform a variety of technical, analytical and administrative support duties in providing responsible staff support for the assigned managers and program areas. This includes daily case intake; tracking and assignment of OHA Ombuds case work; robust data analysis and weekly, monthly and quarterly data reporting of Ombuds work. The incumbent assist in identifying problems through research, collection and analysis of data, and preparing technical solutions and alternatives. Works with general supervision but also able to exercise a high degree of independence. Furthers communications across the OHA Ombuds Program with other teams and divisions internal to OHA and with external partners including carrying out various tasks to promote positive public relations. This includes daily written and verbal engagement with those seeking information and referral assistance from the Oregon Health Authority. Assist in formulating and making recommendations for change of various programs, policies and procedures and documents and ensures consistency across team processes and workflows. Work involves handling sensitive issues and confidential information requiring discretion on the employee's part. The incumbent models people-centered services and collaborative operations. This is a bilingual Spanish/English position.

This position will also coordinate meetings, workgroups, and project schedules, and will facilitate collaboration for Ombuds and other External Relations Division teams. This role will be instrumental in facilitating issue resolution, strategic planning, data analysis and integrity and decisionmaking. This includes participating in team meetings and assuming responsibility for the completion of follow up, which involves taking notes, identifying action items and elevating deadlines to management, researching, analyzing, evaluating, collecting, organizing, assembling, preparing reports, incorporating information for special projects, making recommendations for action, and implementing recommendations approved by leadership.

The incumbent assist in identifying problems through research, collection and analysis of data, and preparing technical solutions and alternatives. Works with general supervision but also able to exercise a high degree of independence. Furthers communications across the OHA Ombuds Program with other teams and divisions internal to OHA and with external partners including carrying out various tasks to promote positive public relations. This includes daily written and

verbal engagement with those seeking information and referral assistance from the Oregon Health Authority. Assist in formulating and making recommendations for change of various programs, policies and procedures and documents and ensures consistency across team processes and workflows. Work involves handling sensitive issues and confidential information requiring discretion on the employee's part. The incumbent models people-centered services and collaborative operations.

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.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

% of Time	N/R/NC	E/NE	DUTIES
At all times	N	E	Service Excellence Always represent the agency and its programs in a positive manner by providing exceptional customer service, responding quickly to time-sensitive concerns, and demonstrating empathy to the customers' issues. Sets clear guidelines and models expected office professional behaviors. Establishes and maintains clear methods for reporting inappropriate actions. Cultural Humility: Promotes and fosters a diverse workforce and discrimination/harassment-free workplace. Recognizes value of individual and cultural differences. Consistently treats customers, Tribes, partners, vendors, and co-workers with dignity and respect. Create and maintain an inclusive and respectful work environment where talents, abilities and experiences of others are valued, and equity goals are supported. Works to further OHA's mission to eliminate health inequities in Oregon by 2030. Demonstrate commitment to ongoing development on topics of anti-racism, elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility, and development of diverse and inclusive work environments. Follows the OHA Style Guide at all times.
60	N	E	OHA Ombuds Case Intake, Triage, Information & Referral, and Assignment • Triages and responds to all OHP eligibility and other health insurance eligibility concerns brought to the Ombuds Program. • Coordinates responses and escalates feedback across programs ensuring agency responsiveness. • Answer customer service focused phone line, other phone lines, live answers, and messages (e.g., instant messaging), emails, web-based forms, staff outreaches, and community meetings.

			• Provide initial intake of all concerns, complaints, feedback and compliments and enter baseline and background information into the case management database. • Determine cases within Ombuds Program scope and those which should be referred to other OHA Programs or other state or local entities for queries not related to the program's scope. • Identify and escalate urgent concerns to the appropriate team member or program for expedited resolution. • Assist/resolves issues, including interpreting and explaining policies, procedures, programs, etc., for Information and Referral Concerns and other key areas. • Document and close non-Medicaid cases. • Updates and maintains relevant contact and background information, including HIPPA compliant information and previous case work or documentation in MicrosoftPowerApps across teams. • Conducts initial client outreach to determine appropriate team for referral when insufficient information is not available or to understand needs. • Explains, interprets and applies Ombuds policies and rules and make decisions based off of this interpretation, particularly in determining to clients where requested Ombuds advocacy is outside of Ombuds enabling legislation scope. Particularly ensures Ombuds jurisdiction and work within Medical Assistance Program rules 410-120-000 through interpreting cases and concerns brought to Ombuds Program that fall within scope of these rules and CCO Contract as well as all other CCO contract forms. • Analyses and assigns work appropriately determining workstream across teams and within individual teams. • Develops new pathways for referrals in coordination with teams using Microsoft PowerApps tool and other teams. • Develop, document, implement, and maintain Ombuds intake processes and procedures; develop new referral pathways where needed in response to changing needs and emerging events. • Develop and maintain templates and knowledge articles for non-Medicaid information and referrals – ensure clear, consistent, and person-centered written and verbal communication. • Develop close collaborations and relationships with the Community Partner and Outreach team to strengthen and support linkage across the teams for coordination of Healthier Oregon and other OHP members who work with CPOP and who could benefit from increased Ombuds services. • Responds verbally or in writing to industry representatives or citizens. Often, they may be unhappy with decisions or have concerns which need to be addressed by another part of OHA; many of these decisions have a high impact, either politically for the
10	N	E	Data Management and Public Reporting • Create monthly, quarterly, and annual data reports based on established templates that are used to drive management

			decisions on process and program improvements. • Assist in the collection, display, and reporting of data in both narrative and quantitative formats. • Ensure data is entered correctly and conduct data clean up as needed. Assist with database code entry and maintenance as needed. • Identify potential operational problems with the tracking system and recommend solutions to improve processes across teams. • Assist managers, staff, and internal and external stakeholders with report production, editing and formatting. Work with OHA Publications team for quarterly report formatting and external website publication. • Manage OHA Ombuds Website and internal SharePoint site.
10	N	E	Public Meeting Support • Schedule advisory council meetings. Coordinate meetings using appropriate platforms (e.g., Zoom, Microsoft Teams) • Manage Ombuds Advisory Council newsletter. • Coordinate planning of upcoming topics and schedules for Ombuds Advisory council. • Schedule public meetings and leadership calls with internal and external partners, often with tight timelines, scheduling conflicts, and urgent requests. • Coordinate meeting logistics such as public notices, making travel reservations, catering, webinar/phone conference scheduling, sound system setup, recording and materials • Receive and review meeting documents for accuracy. Notify author of any errors and seek revised submission, if needed. Ensure all materials are publicly available one week prior to the meeting date. • Collect agenda items, track attendees, take meeting minutes, distribute meeting minutes, and retain records per the public records law, Secretary of State's General Retention Schedule, and the agency Special Retention Schedule. • Ensure meetings follow public meeting law and run efficiently while enabling participants to interact meaningfully within the public process. • Identify issues and potential improvements to public meetings to ensure efficiency and a more positive public experience.
10			Meeting and Training Development and Support • Manage and schedule OHA Ombuds Program team ad-hoc and regular training, onboarding schedules, cross-team meetings, and other program operational needs. • Schedule public meetings and leadership calls with internal and external partners, often with tight timelines, scheduling conflicts, and urgent requests. • Coordinate meeting logistics such as public notices, making travel reservations, catering, webinar/phone conference scheduling, sound system setup, recording and materials. • Receive and review meeting documents for accuracy. Notify

			author of any errors and seek revised submission, if needed. Ensure all materials are publicly available one week prior to the meeting date.
5		E	Operations Coordination • Manages Ombuds contracts and billing processes. • Support operational policies for successful onboarding of new Ombuds staff. • Develop, manage, update and train Ombuds staff on Ombud operational policies and procedures. • Manage OHA Ombuds Website and internal SharePoint site including content development. • Provide ad-hoc project management including tracking all due dates and task completion by team members and report to managers. Implement and management various project management tools. • Develop procedures, workflows and forms necessary to ensure an accurate and efficient flow of information and delivery of services across teams, programs, and divisions. • Assist managers to achieve operational goals by supporting program work, committees, and other initiatives. • Evaluate and solve coordination issues within the office, between other OHA offices, and with external partners
5		E	Perform other duties as assigned by supported by manager.

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.

The base position will be located in Salem or Portland, Oregon with remote work capabilities for candidates who have full access to the needed technology, and can report on-site as needed. There are times that the work may need to be conducted at a state office building in both Portland and Salem. Work location may be changed at any time at the discretion of the hiring manager. This is a fast-paced environment that may require the ability to work after hours when necessary.

This position requires extensive work with personal computers, printers, copiers, scanners, fax machines, telephone systems, projectors, Smartboard and virtual meeting software, and other business/office machines.

Most work has deadlines and is subject to fluctuating workloads and priorities with highly complicated, sensitive, and/or political issues. Employee must be flexible, with the ability to cope with interruptions, while still ensuring deadlines are met.

Occasional in-state travel is required. Employee is required to have a valid driver's license with an acceptable driving record.

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:

Health Insurance Portability and Accountability Act; DHS Security and Privacy Guidelines, Oregon Administrative Rules, Public Meeting Rules, Rules and guidelines associated with federal grant activities, Oregon Accounting Manual, OHA/DAS Travel policies and procedures, Office of Contracts and Procurement policies and procedures. OHA Human Resources Guidelines, Policies and Procedures. Oregon Health Plan (OHP) Office Policy and Procedures Manual, OHA Policies and Procedures, Oregon State Archives Manual, the Oregon Attorney General's Public Records and Meeting Manual, federal CMS contract guidelines, data use agreements with partners. Oregon Administrative Rules, Oregon Revised Statutes, and Code of Federal Regulations (CFRs).

b. How are these guidelines used?

The incumbent uses these guidelines to base responses to basic concerns, complaints, and feedback. They also identify to whom to refer more complex issues for resolution. Finally, they are used to ensure public meets run efficiently, effectively and within regulations so that decisions can be made and information shared appropriately.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact? When applicable, please identify contacts that might be virtual/ in-person, or both.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
OHA Staff and other state agency staff	In person, phone, letter, email	Scheduling meetings; resolving issues; routing questions and concerns to the appropriate units, teams, or individuals; providing information about programs, advisory committees, OHA programs overall; handling specific requests for information and/or documentation.	Daily
Health care Organizations, CCOs and other external contractors	In person, phone, letter, email	Schedule Meetings; resolving concerns, routing questions and concerns to the appropriate units, teams or individuals; providing information about programs, advisory committees and OHA programs; handling specific request for information and/or documentation.	Weekly
Business representatives and other community leaders	In person, phone, letter, email	Schedule Meetings; resolving concerns, routing questions and concerns to the appropriate units, teams or individuals; providing information about programs, advisory committees and OHA programs;	Weekly; Monthly

		handling specific request for information and/or documentation.	
The Governor and Legislature	In person, phone, letter, email	Schedule Meetings; resolving concerns, routing questions and concerns to the appropriate units, teams or individuals; providing information about programs, advisory committees and OHA programs; handling specific request for information and/or documentation	Weekly; Monthly
General public	In person, phone, letter, email	Schedule Meetings; resolving concerns, routing questions and concerns to the appropriate units, teams or individuals; providing information about programs, advisory committees and OHA programs; handling specific request for information and/or documentation	Quarterly
Advocates	In person, phone, letter, email	Schedule Meetings; resolving concerns, routing questions and concerns to the appropriate units, teams or individuals; providing information about programs, advisory committees and OHA programs; handling specific request for information and/or documentation	As needed

Who Contacted
OHA and other state agency staff

How

Purpose

How Often?

By telephone, electronic mail, letter or in person

Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

The incumbent identifies whether a concern, complaint, feedback or compliment is within their scope of work and addresses it. If not within the incumbent's scope, they identify who would best address it and refer it on for resolution. Finally, it is up to the incumbent to realize what issues are time sensitive and prioritize them as such. If the incumbent's decisions are in error, it reflects badly on the program, division or agency the concern, complaint, feedback or compliment is referring to. It can also delay in resolution and lead to an erroneous resolution. This work requires a high degree of confidentiality and protection of information.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
PEM F, OHA Ombuds Program Manager		In person, email, phone, Teams	Daily, Weekly, Annually	Work review, Annual formal performance appraisal

SECTION 9. OVERSIGHT FUNCTIONS

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?

- | | |
|--|---|
| ☐ Plan work | ☒ Coordinates schedules |
| ☒ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☒ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ Prepares and 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.

All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

Exceptional customer service and communication skills. Experience in defusing and demonstrating empathy to upset callers.

Ability to write clearly, effectively and proficiently. Ability to develop various documents including procedures, formal letters, emails, and reports.

Ability to maintain confidentiality of individual concerns and agency records.

Extensive experience with Microsoft Suite including Word, Excel, Outlook, PowerPoint, etc. Ability to learn new software and technology quickly.

The ability to work collaboratively in a team setting.

Experience interacting with and providing feedback to all levels of management.

Experience providing executive or administrative support in complex organizations

Excellent organization and task management skills, especially with meeting conflicting deadlines.

Knowledge of data tracking, analysis and/or visualization.

The ability to demonstrate initiative and independent judgment on an on-going basis.

Ability to work respectfully and effectively with community members, community organizations and advisory groups and public meetings.

Representative of OHA members/ Value diversity and inclusion: Effective delivery of culturally responsive and inclusive services, including fostering ongoing personal cultural awareness and humility. Demonstrated sensitivity to the needs of OHP clients and applicants, including those with diverse mental and physical health, literacy, and communication needs. Demonstrated ability to build and steward positive relationships with diverse community groups including communities of color, immigrant groups, the disability community, and other traditionally marginalized communities. Experience implementing policies and programs that promote equity and inclusion and reduce disparities. Experience advancing state and community-based programs on initiatives that promote equity and reduce disparities.

Organizational knowledge and networking: Must be or able to become knowledgeable about OHA structure, culture, policies, and practices. Knowledge of health services delivery systems, government health benefit programs and client rights related to those programs. Must have excellent networking skills, collaborate well with others, find common ground, and be able to establish and maintain broad contacts and trust through the organization.

Resourcefulness and values ongoing learning: Ability to think outside of the box, questions established procedures and find creative solutions. Ability to investigate and learn new subject matter on a regular basis.

Communication: Ability to persuade and communicate across a variety of forms including strong written and oral communications. Problems are resolved and compliance gained through negotiation. Oral and written cross-cultural communications skills and experience. Ability to use empathy and active listening to understand others' concerns and to articulate and address those concerns in a proactive, resolution-focused way. Prior experience or willingness to learn how to coordinate language interpretation and translation services. Bi-lingual individuals and those with experience communicating and working with diverse populations are encouraged to apply.

Ability to maintain confidentiality of individual concerns and agency records.

Extensive experience with PowerBI, data evaluation and use, health equity data principles.

Microsoft Suite including Word, Excel, Outlook, PowerPoint, etc. Ability to learn new software and technology quickly.

The ability to work collaboratively in a team setting.

Experience interacting with and providing feedback to all levels of management.

Experience providing executive or administrative support in complex organizations

Excellent organization and task management skills, especially with meeting conflicting deadlines.

Knowledge of data tracking, analysis and/or visualization.

The ability to demonstrate initiative and independent judgment on an on-going basis.

Ability to work respectfully and effectively with community members, community organizations and advisory groups and public meetings.

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

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	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