



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
6/16/2025

This position is:

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

Agency: Oregon Health Authority

Division: Equity & Inclusion Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Executive Support Specialist 2
- b. Classification No: C0119 c. Effective Date: 12/1/2021
- d. Position No: 1020626/000000141344
- e. Working Title: Executive Support Specialist
- f. Agency No: 44300
- g. Section Title: Business Support
- h. Employee Name: Vacant
- i. Work Location (City — County): Portland - Multnomah
- j. Supervisor Name: Elizabeth Sanders
- 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 redistribution of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Equity & Inclusion 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 partners 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 Equity and Inclusion Division of OHA is leading on behalf of OHA and the state of Oregon the most ambitious, equity centered health system transformation in the nation. Working with diverse communities, all divisions of the agency and the statewide health delivery system, including Medicaid, the Oregon State Hospital and Public Health to eliminate health gaps and health inequities by 2030. Promoting optimal health for all people in Oregon, the Equity and Inclusion Division provides subject matter expertise in equity, inclusion, social justice, anti-racism and anti-oppression to make measurable progress in improving the health of all Oregonians. As of September 2023, the division is organized into four sections:

(1) Civil Rights, Learning & Inclusion (including civil rights processes for employees - internal) and the public (external), training-related strategic initiatives, workforce equity and inclusion, affirmative action/EEO);

- (2) Equity & Policy (including Developing Equity Leadership through Training and Action (DELTA), Regional Health Equity Coalitions (RHEC), Cultural Competence Continuing Education (CCCE), Traditional Health Worker Program (THW), Healthcare Interpreter Program (HCI), Health Equity Innovation & Implementation (HEII), and Behavioral Health Equity (BHE);
- (3) REALD & SOGI (including demographic data collection in the health delivery and public health systems, research and data analysis, data justice and community engagement); and
- (4) Business Support (including operations, communications, project management, quality improvement, facilities, and office administration)

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 provide confidential executive and administrative support to Directors of the REALD & SOGI and Operations sections. The position also manages administrative workflows and provides operational support, division-level office management, division-wide business support, and financial processing and tracking for the E&I Division. This position ensures that the offices of the REALD & SOGI Section Director and the E&I Operations Director are operationally efficient, effective, and balance internal and external demands.

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 |
|-----------|--------|------|---|
| 65% | R | E | <p>Manage Administrative Workflow and Operational Support for Section Directors</p> <ul style="list-style-type: none"> Participates in regular meetings with the REALD & SOGI Section Director, the Operations Director, and other meetings as requested; takes meeting minutes; receives assignments that directly impact the E&I Division. Independently follows up with E&I managers and staff on products and deadlines discussed in REALD & SOGI section meetings and in Operations meetings. Manages calendar coordination and scheduling for the REALD & SOGI Section Director and the Operations Director and ensures materials are provided in advance of meetings and conferences. Proactively researches scheduling conflicts and reschedules non-essential meetings to clear conflicts. Makes arrangements for meetings, special conferences and other commitments. As requested by REALD & SOGI and Operations management service staff, coordinates scheduling of complex meetings, with cross-divisional or cross-agency attendance, and/or meetings with contractors or other executive leadership. |

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| | | | <ul style="list-style-type: none"> • Manages correspondence for the REALD & SOGI Section Director and the E&I Operations Director, including drafting, maintaining, storing, and archiving correspondence files. • Develops and ensures the development of initial drafts of materials for the REALD & SOGI Section Director and the Operations Director, such as presentations, lists, overviews, testimony, reports, summaries, memorandums, and talking points. • Ensures the REALD & SOGI Section Director's calendar and the Operations Director's calendar are kept free of conflicts and or that a delegate has been assigned when appropriate. Proactively researches scheduling conflicts and reschedules non-essential meetings to clear conflicts. Makes arrangements for meetings, special conferences and all other commitments. • Anticipates, identifies, and resolves problems and recommends solutions to the REALD & SOGI Section Director and the Operations Director by furnishing information required for reply to correspondence; independently researches, locates, assembles, edits and summarizes material, information and data for administrative action around various work stream activities by creating spreadsheets and templates. • Arranges travel for the REALD & SOGI Section Director and the Operations Director, including travel reimbursement. • Assists the REALD & SOGI Section Director and the Operations Director with budget preparation including collecting data, spreadsheet preparation and tracking. • Develops and ensures the development of initial drafts of materials for the Operations Director, including presentations, lists, overviews, staff communications, standard operating procedures, summaries, and talking points. |
| 15% | N | E | <p>General Administrative and Operations Support</p> <ul style="list-style-type: none"> • Leads the onboarding and offboarding of incoming and outgoing E&I staff, volunteers, and interns in the REALD & SOGI Section and in the Business Support section, including renewing temp assignments, coordinating interview panels, arranging interviews for candidates, preparing interview documents, following up with candidates, sending out rejection letters as well as participating on interview panels as needed. • Serves as a workforce liaison for hiring and recruitment in the REALD & SOGI Section and in the Business Support section. |

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| | | | <ul style="list-style-type: none"> • Orders and purchases office materials and supplies for division-wide use. • Facilitate the coordination of Delegated Signature Authority (DSA) documents for section and unit managers by creating, updating, collecting, and securely storing DSA forms, followed by submitting them to the Office of Financial Services (OFS). • Provides division-wide support for web editing of OWL pages and OHA website pages, including coordination of static web requests with the division's communication leads. • Takes and transcribes dictation of information including human resources documents, audits, and financial recordkeeping. • Provides information, resolves problems, responds to complaints, or routes callers and visitors to appropriate manager for action. • Maintains appropriate records in accordance with public records retention statutes and rules. • Supports office coverage and office processes and participates in regular administrative staff meetings as a member of E&I central admin team. |
| 10% | R | E | Financial and Invoice Processing <ul style="list-style-type: none"> • Manages, coordinates, and processes SPOTS card expenditures, manages purchases; processes and codes invoices; and assures accurate accounting; tracks budget expenditures and assures consistent financial accounting. • Processes invoices tied to contracts/grants administered by the REALD & SOGI Section Director and the Operations Director. • Serves as a backup for making larger purchases for sections/programs when SPOTS card holders reach the card limit. • On a monthly basis or as needed, assist E&I Fiscal Analyst with budget projections/expenditure tracking, compile reports as necessary/requested. • Develop and revise office procedures and prepare narrative and statistical reports as required. |
| 5% | R | E | Project Management for REALD & SOGI <ul style="list-style-type: none"> • Establishes daily and weekly timelines for day-to-day tasks and priorities for the REALD & SOGI Section Director; sets a calendar of project milestones and tasks that reflect daily, weekly, monthly, and annual priorities. • Ensures information and materials are readily available and easy to access prior to meetings and events. |

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| | | | <ul style="list-style-type: none"> • Carries out short-term special projects on behalf of the REALD & SOGI Section Director to support the REALD & SOGI section: research and analyze information around policy and operational issues and develop, propose, and assist in implementation of solutions. • Research and respond to inquiries from the public. |
| 5% | NC | E | <ul style="list-style-type: none"> • Additional responsibilities will be assigned that are consistent with the nature and level of work related to this classification. • Provides backup coverage to the Division Director's Executive Support Specialist when unavailable, to provide executive support for scheduling and division-wide meetings. |
| At all times | NC | E | <ul style="list-style-type: none"> • Consistently treat customers, community partners, vendors and workers with dignity and respect. Create and maintain a work environment that is respectful, promoting equity and transformation goals. • Create and maintain a work environment that is respectful and accepting of different identities and experiences. Set clear guidelines and model expected professional behaviors. Establish and maintain clear methods for reporting inappropriate actions. • Demonstrate understanding and apply practice relating to anti-racism, health equity, equity advancement goals, universal access, civil rights, cultural responsiveness, and human dignity for all people. • Serve as backup to the ESS2 to the Division Director in providing executive support for division-wide meetings and other tasks to support the Division Director. • Participate in E&I Division's management team and REALD & SOGI section management team, including policy and program planning decisions related to the operation of the division, sections and office space. • Interpret State and Federal laws, Administrative Rules, agency policies and procedures, personnel policies and procedures for staff. • Serve as staff resource regarding attendance, benefits, overtime, and other personnel or payroll related items. |

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 is a hybrid position that requires working 1-2 days per week in the office (based in Portland) to coordinate office coverage and collaborate with the division's administrative and operations teams.

3-4 days per week, this role may be conducted remotely with full access to needed operating systems and technology. Onsite work occurs in a standard office environment with no unusual physical demands or exposures. Work may be occasionally required outside normal hours, including evening and weekends. Work is conducted in a fast-paced, multiple-demand office, supporting multiple directors and managers.

This position required the ability to work of multiple tasks, sometimes under pressure related to time or impact. Many assignments will have short timelines. Must be able to determine priorities and flex to meet deadlines and expectations. Must have the ability to communicate effectively with all levels of staff from executive leadership to program staff.

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:

Policy and guidelines that this position should be aware of and refer to:

- Office of Information Services (OIS) policy and procedure
- OHA Flexible Work Solutions policy
- The Americans with Disabilities Act
- OHA Strategic Plan
- OHA Performance System
- OHA Tribal Consultation and Indian Health Program Confer Policy
- OHA Equity Advancement Plan
- Discrimination and Harassment-Free Workplace Policy
- OHA Employee Resource Group Policy and Procedures
- OHA Non-Discrimination Policy for the Public
- OHA Reasonable Accommodation Policy and Procedures
- OHA Race, Ethnicity, Language and Disability Data Policy
- OHA Flexible Work Solutions Policy
- ODHS-OHA Alternate Format and Language Access Services Policy
- ODHS-OHA Gender Identity and Expression Policy for Employees
- Oregon Accounting Manual
- OIS Single Device Policy
- Secretary of State Records Retention Schedules.
- Policies and processes related to classification establishment, recruitment, onboarding.
- OFS policies and processes on SPOTS cards, travel, and other financial topics.
- OIS policies and processes on hardware, software, phones, mailboxes, and other IT topics.
- Public meeting rules.
- Office of Contracts and Procurement policies and procedures.

b. How are these guidelines used?

These guidelines are used to assure that all business and administrative functions are transacted according to appropriate laws, rules, policies and procedures. The incumbent must judge and interpret the appropriateness of these guidelines to each situation to fit the specific issue at hand.

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? |
|---|--|---|------------------------------|
| E&I Division staff; REALD & SOGI Section Leadership and Staff; Operations Director and staff; E&I Administrative team | Phone, in person, email, letter and/or virtually | Set meetings, refer, informational | Daily |
| Business Partners from OHA and Shared Services, including OFS, OIS, OFM, OHSE | Telephone, in person, virtually, in writing | Plan, resolve problems, convey, receive and integrate information | Daily/ Weekly |
| OHA Leadership and Staff | Phone, in person, email, letter and/or virtually | Set meetings, refer, informational | Daily |
| OHA Tribal Affairs, other OHA divisions and Budget staff | Phone, in person, email, letter and/or virtually | Set meetings, refer, informational | As required |
| Governor's staff and state legislators | Phone, in person, email, letter and/or virtually | Set meetings, refer, informational | As required |
| Other State Agencies | Phone, in person, email, letter and/or virtually | Set meetings, refer, informational | As required |
| E&I Partner Organizations, vendors, contractors | Phone, in person, email, letter and/or virtually | Exchange information, support requests | Monthly/ weekly/ As required |
| General Public | Phone, in person, email, letter and/or virtually | Provide information, route calls and correspondence | Daily |

SECTION 7. POSITION-RELATED DECISION MAKING

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

Make daily decisions related to organizational tasks, including prioritization and time management of assigned duties to meet deadlines. Coordinate scheduling and time management for the REALD & SOGI Section Director and Operations Director. Determine the routing and distribution of staff, callers, or mail based on the agency's operational knowledge. Apply relevant rules and policies appropriately in daily decision-making. Ensure confidentiality and proper handling of sensitive information. Make informed decisions regarding the expenditure of funds. Participate in OHA-wide processes concerning the REALD & SOGI Section, Operations, and the E&I Division.

These decisions will have an impact across the division and, frequently, at the agency level. The responsibilities associated with this position are often sensitive and carry significant influence throughout the division. This role plays a key part in managing the flow of information to and from division executive-level staff, thereby affecting the efficiency and responsiveness of these administrative offices.

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 |
|--|--------------------------|--|------------------------------------|---|
| Business Operations Manager 3 | 1019455/0000 00140024 | In person, via email, via telephone, project tracking grid, documentation of office and administrative functions | Daily, Weekly, Annually, As Needed | Performance appraisal Monitor workload Assure timely and accurate completion of tasks |
| Diversity, Equity, and Inclusion Administrator 1 | 1020633/0000 00141211 | In person, via email, via telephone | Daily, Weekly, Annually, As Needed | Assure appropriate representation of the Division and the REALD & SOGI Section. |
| | | | | |

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
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards

- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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.

This position requires the ability to proficiently speak, read and write in both English and Spanish languages to perform the assigned duties of this position.

- Advanced personal computer skills, including using Microsoft Office Suite, MS Teams, Zoom, Smartsheet, Adobe Suite.
- Ability to learn and work collaboratively in a matrixed work environment with multiple directors, managers, and teams.
- Advanced customer service orientation (to staff, community partners, business partners) and a high degree of responsiveness to customer requirements. Because of the high profile of activities, projects and programs in the division and the varied customers of these offices, this position demands innovative thinking, flexibility, and an ability to manage change and varied resources.
- Ability to handle confidential personnel or other information, including records, materials, conversations and meetings.
- Advanced proficiency in performing a variety of administrative and operational functions that require decision making within established rules, policies or procedures.
- Ability to demonstrate initiative and independent judgement on an on-going basis.
- Ability to coordinate work activities with competing deadlines and prioritize tasks multiple times throughout the workday.
- Ability to learn and practice equity and inclusion principles such as anti-racism, cultural humility, culturally responsive practice, ADA universal accessibility, gender affirming practices and respectfully engaging OHA's priority communities.

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 |
|----------------|-------------------------------|-----------|
| N/A | | |
| | | |
| | | |

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