

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 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 partners and communities to protect and promote the health of all Oregonians
- Seeking, learning from, 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.

Insert section/unit description here:

HPA is organized into seven offices: the Office of Health Policy; the Office of Delivery Systems Innovation; the Office of Health Analytics; the Office of Health Information Technology and Analytics Infrastructure; the Public Employees Benefit Board and the Oregon Educators Benefit Board; the Oregon Health Insurance Marketplace and the Office of Business Operations. The Division is responsible for providing agency-wide policy development, strategic planning, clinical leadership, and statewide delivery system technology tools to support care coordination, health system transformation support, and health system performance evaluation reports.

The Office of Business Operations within the Health Policy and Analytics Division supports the various program areas of the division with operational process management. There are 9 functional areas of support provided to the division including: grant management, contract management, budget management, administrative support, accounts payable/receivable, program staffing, program facilities support, program technical assistance, and program policy and rules management. The purpose the Business Support unit is to provide appropriate levels of customer services to the programs areas of the division and provide operational and process efficiency.

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 essential technical, analytical, and administrative support under general supervision. This position identifies and analyzes operational and administrative challenges within the Office of Business Operations (OBO) and the Office of Health Policy (HP) to support the Rural Health Transformation Program (RHTP). This position conducts administrative research, collects and evaluates program and process data, and performs analysis to inform recommendations for workflow improvements and compliance systems, including assisting in the development of technical solutions, such as Smartsheet trackers. This position provides administrative support for committees, work groups, and key internal committees within RHTP.

This position independently interprets and applies relevant laws, rules, policies, and procedures to specific and sometimes non-routine situations, including interpreting relevant laws that pertain to public meeting law, policies, and procedures, including Oregon Public Meeting Laws, to support compliance and effective operations.

This position assesses procedural risk, determines appropriate administrative actions, and provides guidance to staff to ensure meetings, documentation, and operational processes comply with statutory and policy requirements. The role also evaluates existing administrative procedures, identifies gaps or inconsistencies, and recommends corrective actions. In resolving procedural issues, the position works with staff and committee members to gain compliance through clarification of requirements and negotiated timelines for corrective action.

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
60%	N	E	<p><u>Administrative and Operational Support:</u></p> <ul style="list-style-type: none"> Serve as liaison between HP offices and internal and external partners to coordinate meetings and monitor

communications, analyze coordination needs and recommend process adjustments to improve operational efficiency.

- Assess and resolve coordination challenges among OHA offices, external partners, and interested parties, identifying root causes and determining appropriate corrective actions to maintain compliance with established policies and timelines, including schedule and calendar management.
- Manage and facilitate scheduling and calendar coordination for both internal and external meetings of the RHTP and assigned managers, prioritizing competing demands and independently determining sequencing based on statutory and program deadlines.
- Assist RHTP managers to achieve operational goals by supporting program activities, committee initiatives, special projects, and other related tasks, including conducting administrative research and analysis to inform decision-making.
- Provide support to RHTP managers, team members, and internal and external partners with report development, editing and formatting, ensuring documents meet applicable accessibility, records retention, and policy standards.
- Conduct research and gather information to prepare documents including reports, correspondence, and memos related to programs and operations to support informed decision making, including evaluating data for accuracy, identifying inconsistencies, and recommending revisions.
- Provide comprehensive travel coordination for RHTP Managers and Directors to ensure compliance with Statewide Travel Policy 40.10.00 and ORS 292.230, 291-990, 294.100, and 244.040 as well as applicable Oregon Accounting Manual rules, for all travel related activities including flight reservations, conference registration, and TRIPS claims processing.
- Handle and resolve logistical responsibilities, such as processing supply purchasing, and assessing appropriate actions by interpreting established policies and procedures, including determining applicability of procurement thresholds and documentation requirements.
- Develop and implement office policies and procedures for OBO and HP in support of RHTP; offer

			<p>recommendations for process improvements, based on evaluation of workflow gaps, compliance risks, and partner feedback.</p> <ul style="list-style-type: none"> • Implement management approved recommendations, monitoring outcomes and adjusting procedures as needed to ensure effectiveness and compliance. • Provide guidance on laws, rules, procedures, and processes to HP staff such as the Statewide Travel Policy, Public Meeting Law, and how to follow digital accessibility regulations for documents, independently interpret requirements, and advise staff on appropriate application in complex situations. • Address concerns raised by RHTP staff by researching applicable Oregon Administrative Rules, evaluating potential compliance impacts, and negotiating practical solutions that align with policy requirements. • Maintain and develop resources, tools, and visual materials to support project implementation and data accessibility; facilitate document management through SharePoint and/or Microsoft 365 for OBO and HP in support of RHTP. • Maintain a comprehensive desk manual that documents and consistently updates processes and procedures for assigned tasks, including onboarding workflows specific to HP and RHTP.
20%	N	E	<p><u>Public Meeting Support:</u></p> <ul style="list-style-type: none"> • Schedule and coordinate remote, hybrid, and in person meetings for RHTP public sessions, committees, and workgroups using Doodle Poll, Outlook, MS Teams, and other approved scheduling tools. • Coordinate public meeting and leadership call schedules with internal and external partners, frequently managing tight timelines and urgent scheduling requests. • Apply established processes and procedures to ensure all meetings comply with public meeting laws and operate efficiently, interpreting statutory requirements as well as adapting and adapting them to diverse meeting formats, including non-routine or urgent situations, to support effective participation by committee members and the public. • Maintain accurate records of meetings and ensure proper archiving of files, in accordance with records retention schedules and public records requirements.

			<ul style="list-style-type: none"> • Collaborate with RHTP staff to ensure materials are well organized and align with the audience needs and accessibility best practices. • Follow established distribution protocols to ensure documents are shared exclusively with external partners authorized to receive specific material. • Prepare summarized minutes of public meetings in compliance with Oregon Public Meeting Law (HB 2805; ORS 192.620 – 192.705) using meeting recordings and/or attendance records as source documentation. • Track all RHTP related deadlines and task completion using Smartsheet or designated software, including public notice timelines and the preparation of meeting materials to ensure digital accessibility and accommodations are met. • Receive and respond to written public comments in accordance with statutory requirements and established communication protocols. • Receive, track, and securely manage confidential documents, ensuring compliance with applicable confidentiality statutes and internal data security standards.
15%	N	E	<p><u>Communication:</u></p> <ul style="list-style-type: none"> • Communicate regularly in person, by phone, and in writing to support internal and external partners. • Interpret, explain, and apply laws, rules, policies and procedures related to RHTP operations, including analyzing inquiries, determining applicable regulatory requirements, and formulating responses that promote consistent and compliant program implementation. • Provide verbal and written responses to industry representatives and community members, offering clarification on regulatory requirements, procedural expectations, and compliance standards. • Maintain and update a directory of addresses, telephone numbers, e-mail contacts, and related correspondence to support accurate and efficient mailing and communication processes. • Assist staff in evaluating and improving public engagement processes and policies by reviewing current procedures, identifying inefficiencies, and recommending administrative enhancements. • Assist staff in interpreting guidance and determining policy implications, including guidance from OHA

			<p>Shared Services, to support compliance and accuracy in tasks such as processing invoices, travel reimbursements, and software access, and updating internal procedures accordingly.</p> <ul style="list-style-type: none"> Support subject matter experts by ensuring all communications and materials comply with public meetings to help convey information related to committee activities.
5%	N	E	Other duties as assigned by manager or HPA managers directly supported.
Always	N	E	<p>Consistently treat customers, partners, vendors and co-workers, with dignity and respect.</p> <p>Maintain a work environment that is respectful and accepting and supportive of equity and diversity.</p>

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 on average 6 times per year. There are times that the work may need to be conducted at a state office building. 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.

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:

State and federal laws, Administrative Rules, agency policies and procedures, personnel policies and procedures, office policy and procedures, collective bargaining agreements, Department of Administrative Services (DAS) Policies and Procedures, Oregon Health Authority Policies and Procedures, Internal Operations Manual, OHA Travel Policies, Oregon Regulations (ORS), Oregon Attorney Generals Public Records and Meeting Manual and Oregon State Archives Manual.

b. How are these guidelines used?

These guidelines are referenced and applied daily to manage, direct and determine the correct and appropriate rules, regulations, policies and procedures for clerical, administrative and business support duties, responsibilities and operations being performed. These guidelines are used to ensure all administrative and business functions are transacted according to appropriate laws, rules, policies, and establishing priorities and procedures, and to establish parameters for carrying out the duties of this position.

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?
All levels of state and agency staff, public and private organizations	Email, Teams Chat, Telephone, Direct Contact	Provide or request specific information and respond to inquiries and resolve complaints. Assist with procedures.	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position exercises independent decision-making in managing the day-to-day activities. Decisions made in this role directly affect workflow efficiency, resource utilization, and the continuity of business functions such as how we produce public meetings. Errors in areas such as travel coordination or SPOTS card purchasing could result in operational delays, misallocation of supplies, and measurable financial impacts on the Health Policy and Analytics division.

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 Supervisor (BOS2)	1011698	In person, telephone, Teams chat or email	Daily/Weekly	Discuss duties, prioritization or work projects, implementation of process improvement, coordination of communications

SECTION 9. OVERSIGHT FUNCTIONS (*Supervisory positions only*)

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?

- | | |
|--|---|
| <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 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.

- Ability to use effective communication skills and to interact with all levels of management.
- Ability to plan, manage, and execute projects. Ability to create process improvement efficiencies in the role.
- Ability to meet divisional priorities while negotiating between competing complex priorities.
- Ability to demonstrate understanding of the division and agency structure.
- Ability to determine key connection points between work groups, programs, offices, and divisions.
- Ability to demonstrate strong organization and time management skills, along with the ability to be self-motivated and work independently.
- Ability to implement accessibility best practices.
- Ability to utilize all functions of Zoom and Microsoft 365.
- Ability to quickly synthesize information, to think critically, view and explain multiple perspectives, and problem solve.

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

Apr 17, 2026

Date