Click here to link to instructions **All positions in OHA require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.**

STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date: 5/9/2025

Agency: Oregon Health Authority

Division: Health Policy and Analytics

☐ 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: Operations and Policy Analyst 1
b. Classification No: C 0870 **c.** Effective Date: 08/01/2022
d. Position No: NBP funded by 1014093; 000000026900
e. Working Title: Recruiting & Workforce Development Analyst
f. Agency No: 44300
g. Section Title: Office of Business Operations
h. Employee Name:
i. Work Location (City — County): Portland-Multnomah
j. Supervisor Name: Jessica Stockton King
k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☐ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
l. FLSA: ☐ Exempt ☒ Non-Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative **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 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
- Pursing 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 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 of the Office of Business Operations 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 purpose of the Recruiting and Workforce Development Analyst is to identify, recommend, and implement activities to improve the efficiency and effectiveness of the recruiting, onboarding and offboarding functions in the Office of Business Operations. The Recruiting and Workforce Development Analyst provides operational support for the Office of Business Operations and within Health Policy & Analytics, as assigned, and ensures that the recruitment, onboarding, and offboarding functions are effective for the division. Using independent decision making, this position implements and coordinates administrative initiatives and directives. This position is authorized to make decisions in the routing of assignments, movement of information and initiating follow-up when deadlines need to be met.

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
50%	R	E	**Recruitment, Onboarding, and Offboarding** • Work with Staffing and Resources Manager to evaluate, plan, develop and recommend policies and procedures that supplement HPA and Business Operations or Administrative processes with position management, recruitment, hiring, interviewing, onboarding and offboarding. • Collaborate with partners to adopt, adapt, and/or enhance existing recruitment, onboarding and orientation processes and tools, assure alignment from Oregon Health Authority's Strategic Plan, the Equitable Hiring Policy (EHP), and Oregon Health Authority Human Resources guidelines are integrated at the Division level. • Division designee for Workday support through recruitment, process development and responding to inquiries from HPA managers and staff. • Provide technical assistance and consultation to hiring managers on utilizing, understanding, and adhering to division defined recruitment processes, guidelines, and workflows; this includes support across the recruitment lifecycle (Pre-Interview, Interview, and Post-Interview phases). • Monitor Business Operations processes, procedures and results for compliance with regulations. Ensure that HPA customers have the knowledge and tools they need for a successful recruitment, and serve as a trusted advisor and guide. Update the OWL.

- At the portfolio and individual requisition level, monitor progress across the recruitment lifecycle and provide quality assurance to encourage and ensure that processes and guidelines are followed, required documentation is completed and stored for historical reference, and action steps are navigated within optimal timelines.
- Consult with managers on best practice for recruitments. Prioritize sequencing, timing, and type (solo vs. pool) of posting actions. Ensure that recruitments adhere to the Governor's 50 day time to fill guideline. Update and launch a 50 day time-to-fill dashboard.

- Maintain tracking system of all current and past recruitments, ensuring all information and records are maintained according to policy. Review position coding and Workday information against information provided by budget, for accuracy. Report inaccuracies or needed corrections.

- Develop, maintain, and socialize qualitative and quantitative data dashboards – utilizing Smartsheet – that demonstrate progress on workforce development (recruitment, onboarding, retention) strategies, goals, and outcomes.

- Act as liaison between HR, Budget and other services with position information and updates as needed.

- For each Division requisition, ensure all relevant interview documentation is complete and stored in an accessible format for historical reference in alignment with agency, state, and federal policy

- In alignment with OBO management, maintain and socialize division specific new hire processes manual, guidelines, and workflows; refine tools, templates, and other resources to streamline and improve user experience; engage in iterative cycles of continuous improvement while also assuring consistency and integrity of established expectations.

- With direction from the Business Operation Manager, provide technical assistance, and consultation to hiring managers on utilizing, understanding, and adhering to division defined onboarding and offboarding processes, guidelines,

			and workflows. • In collaboration with Business Operation Manager, evaluate, design, and coordinate pilots and iterative tests of change to refine and evolve recruitment, onboarding and offboarding program content and delivery. • Maintain and update new employee onboarding process, submitting recommendations, updates, and proposed changes to the OBO management for review. Act as lead in onboarding and offboarding process meetings, resolving equipment and information issues for both new staff, hiring managers, OIS, and Human Resources. • Train new administrative staff members on interview and onboarding coordination duties which fall under administrative classification. • Work jointly with program staff to help them access needed data, policy, division procedure or plan business reporting needs. • Effectively communicate processes and information related to business operations to staff and managers through multiple means, including program staff meetings, email updates, developed knowledge aids, or other means as necessary • Advise interview sequencing during the recruitment process across the division. Participate on interview panels as requested. Provide feedback on effectiveness or areas of improvement in divisional interview processes. • Conducts background checks, requests PERS checks, and reaches out to references to keep the recruiting process within the mandatory fifty days time to fill. Provides excellent customer service to internal customers and candidates.
20%			**Process Improvement** • Develop and implement consistent divisional procedures and tracking methods regarding onboarding, offboarding, employee orientation, training, trial service, and other similar employee lifecycle areas. Provide updates to managers as needed. • Work with staff within the Office of Business Operations, across the HPA division and across the

			agency to coordinate process improvement, obtain and verify information and explain processes. • Solicit information from staff across work units to help coordinate and prioritize system improvements. • Under the direction of Business Operations Manager, implement process changes and train staff on updates. Work successfully with colleagues to make sure all aspects of a recruitment are covered. • Evaluate other program operations and services; recommend and plan actions to bring about compliance with regulations and program goals. Collaborate with managers across HPA to formulate long- range objectives, short-term operational goals and implementation plans • Assist agency management by monitoring and tracking program and operational data for operations specific Performance Measures. • Collaborate with Business Operations managers to set long-range objectives, short-term operational goals and implementation plans
20%			**Position Management** • Handle sensitive information related to positions and staff (e.g., abolishment, layoff, termination, demotion, or promotion). • Prepare paperwork for job rotation, limited duration, temporary hires, and direct appointments • Consult with managers on best way to fill vacancies, ensuring compliance with Collective Bargaining Agreement, DAS, OHA HR and OHA equitable hiring strategies • In alignment with Department of Administrative Services, Human Resources, and the Oregon Health Authority equitable hiring strategies, maintain and improve Position Description templates for consistency, relevance, and comprehensiveness and to improve user experience in developing and updating position descriptions. • Coordinate and consult with division position management, the budget team, and other partners to assess which open positions are at their readiness for a successful recruitment

			• Under the direction of the Business Operation Manager and in partnership with Human Resources, Budget, and position manger coordinate and track positions within HPA. Develop tools to measure and report on the status of positions.
10%			**All other duties as assigned**

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.

Work is performed in a standard office environment with no unusual physical demands or exposures. Work may be required outside normal hours, including evenings or weekends. Many assignments will have short timelines with frequent interruptions. This position requires extensive work with personal computers, printers, copiers, scanners, fax machines, telephone systems and other business/office machines. Some instate travel may be required. Adherence to confidentiality policies is required.

This position will require approximately 4-6 days in the office per month, though this could increase during busy onboarding or offboarding periods. This position has a Monday-Friday schedule.

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:

Oregon Revised Statutes Oregon Administrative Rules
Oregon Health Authority Policies and Procedures Transformation Center Policies and Procedures Collective Bargaining Agreements
Attorney General's Public Records and Meetings Manual Federal laws and rules governing program-specific grants.
Equitable Hiring Policy documents

b. How are these guidelines used?

These guidelines are used to assure all administrative and business functions are transacted according to appropriate laws, rules, policies and establishing priorities and procedures and to establish the 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 department staff, staff of other agencies, staff of other public and private partner organizations, and the public	Online meetings/Phone/Letter/Email	Handle specific requests for information and/or documentation; and refer to appropriate HPA or OHA staff person if needed. Interpret and explain new and existing laws, processes and procedures	Daily
Office of Business Operations staff and division employees	In-Person, Online, Phone, Teams	Retreats and off-boarding meetings	Quarterly
Representatives of the private sector health care	Online meetings/Phone/Letter/Email	Handle specific requests for information and/or documentation; and refer to appropriate HPA or OHA staff person if needed. Interpret and explain new and existing laws, processes and procedures	Monthly
Business representatives and other community leaders within the private and/or public sector	Online meetings/Phone/Letter/Email	Handle specific requests for information and/or documentation; and refer to appropriate HPA or OHA staff person if needed. Interpret and explain new and existing laws, processes and procedures	Monthly
The governor, Legislature and other community leaders and their staff	Online meetings/Phone/Letter/Email	Handle specific requests for information and/or documentation; and refer to appropriate HPA or OHA staff person if needed. Interpret and explain new and existing laws, processes and procedures	Monthly
General Public	Online meetings/Phone/Letter/Email	Handle specific requests for information and/or documentation; and refer to appropriate HPA or OHA staff person if needed. Interpret and explain new and existing laws, processes and procedures	Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

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

This position acts independently exercising appropriate professional assessment, evaluation and decisions about the day to day operations priorities, processes, and course of action to be taken to support HPA operations. Facilitates productive conflict resolution. Makes decisions daily regarding the use of confidential and sensitive information related to personnel or program issues. This position is responsible for excellent customer service for all the people involved in the hiring process, from hiring manager customers to candidates interviewing for State of Oregon employment to colleagues. They must have excellent judgment to resolve time-sensitive interview, onboarding or offboarding related challenges. These decisions impact the experience for all of the people involved in the recruitment process.

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	1025775	In person, email, phone, Teams/video calls and annual review	Daily, Weekly	Review and assign work, 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
- ☐ 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.

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Experience providing excellent customer service, and demonstrated skill being successful and adaptable in an environment where customers had different needs, personalities and preferences.

Direct experience in a role that involved regularly completing recruitment, hiring, or HR tasks.

Proficiency with Workday, MS Office, Smartsheet, Adobe, Visio, and Teams. Ability to learn new software and technology quickly.

Knowledge of state HR practices, through prior experience, the State Certified Human Resources Professional certification (SCHRP), or prior coursework. Commitment to following Equitable Hiring Policy (EHP) recommendations.

Excellent at developing constructive and cooperative working relationships with others, and maintaining them over time. Ability to encourage and build trust, respect and cooperation among team members.

Experience with translating what information means and how it can be used.

Ability to establish long-range objectives and specify the strategies and actions to achieve them. Identifies complex problems and reviews related information to develop and evaluate options and implement solutions.

Ability to write clearly, effectively, and proficiently independently. Skill in developing various documents including procedures, formal letters, emails, and reports.

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 05/09/2025