



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
09/25/2025

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: Business Operations Manager 3
- b. Classification No: 7083 c. Effective Date: 7/1/2011
- d. Position No: 0570102
- e. Working Title: OEBB/PEBB Director of Operations and Program Policy
- f. Agency No: 44300
- g. Section Title: OEBB/PEBB Administration
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem - Marion
- j. Supervisor Name: Barry Burke
- 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 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 Public Employees’ Benefit Board’s (PEBB) and Oregon Educators Benefits Board’s (OEBB) missions are to provide high quality medical, dental and other benefit plans for members at a cost that is affordable to both the employer and employees through the design, purchase and administration of medical, dental and voluntary benefit plans. PEBB and OEBB contract on behalf of approximately 97,000 school district, ESD, charter school, community college, agency, university, and semi-independent agency active employees, self-pay members, pre-Medicare eligible retirees and COBRA participants and their 160,000 dependents.

- 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:**

This position is responsible for oversight and overall management of the OEBB/PEBB internal operational structure and directs and manages all Benefits Management, Member Services and IT Systems administrative functions and activities for both PEBB and OEBB. This position has authority to act as the OEBB/PEBB Deputy Director or OEBB/PEBB Director in the absence of or as delegated by the OEBB/PEBB Deputy Director or OEBB/PEBB Director.

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
25%	R	E	<ul style="list-style-type: none"> Responsible for overseeing and directing day-to-day operational management of OEBB/PEBB key functional areas. Develop and implement recommendations for the internal organizational structure. Select staff for key operational positions. Provide leadership in the development of OEBB/PEBB operational policies and procedures. Establish division reporting relationships and administrative controls to ensure compliance with all policies, statutes, rules and regulations. Provide policy and guidance to OEBB/PEBB staff, Board and other agency and educational entity staff. Participate as a member of the internal leadership team to establish long-range plans and goals and measures of performance, and monitor performance in relation to the goals and objectives of the boards.
25%	NC	E	<ul style="list-style-type: none"> Direct the work of key functional areas that lead to successful outcomes. Provide Executive-level leadership, mentoring behaviors and motivate employees. Provide direction for a diversified staff that aligns with the Board’s strategic vision. <ul style="list-style-type: none"> Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances. Assign and plan work.

			<ul style="list-style-type: none"> ○ Promote safety training and practices in performance of all work activities. • Implement affirmative action and diversity strategies and goals. Structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace. • Oversee Program Integrity practices in all operational processes, ensure frequent internal audits are performed and enact policies to avoid fraud, waste and abuse. • Establish and improve operating policies and procedures.
25%	NC	E	<ul style="list-style-type: none"> • Measure and report on the quality of OEGB and PEBB services to ensure successful outcomes for customers. • Ensure compliance with established policies, objectives, program priorities, and applicable laws, rules, and regulations. • Serve as a resource for PEBB and OEGB leadership and the Boards by preparing and presenting policy analysis on program changes, proposing solutions and discussing strategy for how policy might most effectively be achieved through the executive and legislative processes. • Collaborate with members of the OEGB/PEBB leadership team, insurance carriers, vendors, state agencies and members to resolve member benefits issues, including benefit coverage, payment issues, denials, and coordination of services for complex case management. • Review and evaluate federal and state legislation related to OEGB and PEBB and quantify the impact to the programs. • Prepare and provide information, including written testimony, on the potential consequences of pending legislation relative to employee health care. • Ensure statutory policy, OAR rules, eligibility and enrollment are followed and appropriately maintained. • Establish customer service long- and short-term goals and objectives. • Plan, implement and direct all operational activities related to the delivery of customer service.

			<ul style="list-style-type: none"> Develop work processes and procedures consistent with OEGB/PEGB policy and ensure that critical program timelines are set and met.
10%	NC		<ul style="list-style-type: none"> Participate in and provide leadership in external engagement with partners such as state agencies, educational entities, and higher education. Represent OEGB/PEGB by participating in or coordinating departmental or interagency committees and/or task forces. Work with diverse constituency groups to explain and/or interpret OEGB/PEGB rules, goals, and objectives as put forth by the boards.
10%	NC		<ul style="list-style-type: none"> Coordinate and communicate policy issues with the Boards, Oregon Health Authority, Governor's staff, state agencies, educational entities, legislative members and leadership and other external parties. Coordinate and communicate policy issues with the Boards, Oregon Health Authority, Governor's staff, Legislative Fiscal Office, state agencies, educational entities, legislative members and leadership and other external parties. At the direction of the OEGB/PEGB Director, lead and coordinate special projects, studies, and/or analyses towards the improvement or the efficiency and effectiveness of PEBB programs. Participate in the review of bills during the legislative session, including the completion review of fiscal analyses.
5%	NC		<ul style="list-style-type: none"> Assist the OEGB/PEGB Director and Deputy Director in the performance of duties and act in their absence with responsibility, accountability and authority.
At all times	NC	E	<ul style="list-style-type: none"> Consistently treats customers, stakeholders, partners, vendors and co-workers with dignity and respect. Creates and maintains a work environment that is welcoming and respectful of diversity. Sets clear guidelines and models expected professional behaviors.

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.

Normal office environment. Occasional travel to agency locations and out of state for program related meetings. May transport materials or AV equipment for purpose of making presentations. Work beyond normal office hours is necessary on occasion.

This position is designated as an "Essential Position" (State Policy #60.015.01) in all cases of official State office closures. The incumbent in this position is required to report to work in all cases of official notification of State office closures. Exceptions: previously approved vacation and absences. This position may be assigned tasks outside the normal position duties to respond to the special conditions of the closures. If reporting to your normal work location is deemed too dangerous, then you must contact your supervisor to be reassigned to an alternate and/or remote location.

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;
Attorney General Opinions;
Collective Bargaining contracts;
Internal Revenue Code; Federal Registers,
PEBB rules;
OEGB rules;
DCBS insurance code;
State/federal health regulations;
PEBB administrative manual;
OEGB administrative manual;
DAS rules and policies;
OAR Oregon Administrative Rules
Federal and state health insurance regulations; and
Employer benefits rules/laws.

b. How are these guidelines used?

Provide general guidance and direction; to assure program compliance with law; historical information from previous programs.

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?
---------------	-----	---------	------------

OEBB/PEBB Boards	Phone/In Person	Give information/solve problems	Monthly
OEBB/PEBB Director	Phone/In Person	Give information/solve problems	Daily
OEBB/PEBB Deputy Director	Phone/In Person	Give information/solve problems	Daily
OHA Director's Office	Phone/In Person	Give information/solve problems	Weekly
Agency/Educational Entity Management	Phone/In Person	Give information/solve problems	Weekly
Insurance Vendors	Phone/In Person	Give information/solve problems/negotiate	Weekly
Employees	Phone/In Person	Give information/solve problems	Weekly
OEBB/PEBB Consultants	Phone/In Person	Give information/solve problems	Daily
Media	Phone/In Person	Give information/solve problems	Monthly
DOJ Attorneys	Phone/In Person	Give information/solve problems	Weekly
Legislative Fiscal	Phone/In Person	Give information/solve problems	Annually

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions are made regarding the implementation and execution of statewide benefits policy, IRS Section 125 cafeteria plan management, and complex technological problems and solutions. Decisions include the appropriate allocation of budgetary resources, the management of vendor contracts for PEBB and OEBB and implementation of state and federal policies around healthcare, general personnel and management decisions for PEBB and OEBB, and determination of appropriate actions necessary to implement Board policy and legislative intent.

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
Health Policy and Program Administrator 1 (HPPA1)	0570123	In person	Weekly	Discuss issues and concerns, share information

SECTION 9. OVERSIGHT FUNCTIONS

a. How many employees are directly supervised by this position? 9

How many employees are supervised through a subordinate supervisor? 20

b. Which of the following activities does this position do?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" 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.

Oversight of work is primarily a result of feedback and program results that are highly visible. Because of the rapidly changing and increasingly complex health care market, employee benefits field and technologies encountered in each of the Division's programs, this position demands innovative thinking, flexibility, and an ability to manage change. This position requires authoritative mastery of theories and practices of general management, governmental accounting practices, health benefits, and effective organizational change and communication practices at all levels.

Provide leadership and direction for a diversified staff. Supervise, hire, monitor performance, develop, coach, discipline and provide direction to employees. Respond to and resolve employee grievances.

Assign and plan work. Promote safety training and practices in performance of all work activities. Implement affirmative action and diversity strategies and goals. Responsible to structure activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace.

Criminal Records Check:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI and/or LEDS). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

This position requires extensive knowledge and background in healthcare, benefits, governmental accounting and budgeting practices, and human resources administration. Requires strong working knowledge of state requirements and processes for contracting, and payroll, as well as the ability to analyze and change work processes to increase effectiveness and efficiency of service.

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
PEBB	\$1.9 billion	Other
OEBB	\$1.7 billion	Other

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