



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
03/15/2023

Agency: Oregon Health Authority

Division: Health Policy & 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: Administrative Specialist 2
- b. Classification No: 0108 c. Effective Date: 12/30/2022
- d. Position No: 1025790
- e. Working Title: Business Operations Coordinator
- f. Agency No: 44300
- g. Section Title: Office of Business Operations
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem – Marion or Portland – Multnomah
- j. Supervisor Name: Khela Singer
- 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.

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; 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 coordination of technical, analytical and administrative logistics support under general supervision. This includes administrative logistics support to public facing and high-profile committees and workgroups, as well as key internal committees, within the Health Policy and Analytics Division (HPA). This position will primarily support the Office of Health Policy. An additional focus of this role is to assist assigned directors, managers and programs with a variety of tasks to ensure effective operations. The position will assist in identifying problems through research, collection, and analysis of data, and in preparing technical solutions and alternatives. The Administrative Specialist 2 furthers communications, policies, and procedures for HPA, and carries out various tasks to promote positive public relations. The role will also assist in formulating and making recommendations for change of various programs, policies, and procedures. Work may involve handling sensitive issues and confidential information requiring discretion on part of the employee. This position will actively participate with the functions within the Office of Business Operations including responsibility for providing back-up for team members to ensure smooth operations across the division.

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
45	NC	E	<p><u>Administrative and Operational Support</u></p> <p>Serves as a liaison between HPA offices and internal and external partners to schedule meetings and track communications.</p> <p>Assesses and addresses coordination issues with the workplace among OHA offices, and with external partners and interested parties, including managing schedules and calendars for both internal and external meetings.</p> <p>Assists Health Policy, Waiver staff, and HPA managers to achieve operational goals by supporting program work, committees, special projects, and other initiatives.</p> <p>Provides support to managers, staff, and internal and external partners with report production, editing and formatting.</p>

			<p>Researches and compiles information for documents such as reports, correspondence, and memos related to programs/operations for others to make decisions.</p> <p>Provides comprehensive travel coordination for Managers and Directors including transportation reservations, conference registration and TRIPS claims processing,</p> <p>Resolves logistical issues and determines appropriate course of action based on interpretation of established rules and regulations.</p> <p>Develops and implements office procedures and controls for the designated office; provides recommendations for improvements.</p> <p>Implement management approved recommendations.</p> <p>Explains laws, rules, procedures, and processes.</p> <p>Resolves problems by discussion and/or explanation of information.</p> <p>Maintains and develop resources and tools, and other visuals, to support project implementation, data availability, and other coordinating documents.</p> <p>Maintains a desk manual of individual processes and procedures</p>
40	NC	E	<p><u>Public Meeting Support</u></p> <p>Schedules and calendars meetings (remote, hybrid and in person) using Doodle Poll, Outlook, MS Teams, and other tools. This may include full coordination and in person/on location support of the Oregon Health and Policy Board.</p> <p>Schedules public meetings and leadership calls with internal and external partners, often with tight timelines and urgent requests. Many meetings require coordinating 10 or more participants, many of whom are clinicians, and who work for different independent organizations outside of government.</p> <p>Develops and recommends meeting related policies and procedures, identify potential operational problems, and recommend solutions to Leadership.</p> <p>Implement current processes and procedures to ensure meetings follow public meeting law and run efficiently while ensuring committee members and public participants may interact meaningfully with the public process.</p> <p>Interprets and explain state policies regarding travel</p>

			<p>pertaining to committee members. Interprets and explains Public Records Laws and Public Meeting Laws, maintains accurate records of meetings, maintains proper archiving files.</p> <p>Reviews meeting materials for format and structure, working with committee members and staff to ensure materials are well- organized to meet the needs of the audience and accessibility best practices. Follow procedures to ensure that documents are shared only with intended audiences.</p> <p>Prepares summery minutes of complex public meetings, incorporating public meeting law requirements, from recording and/or attendance of meetings. Discussion at these meetings involve extensive use of medical terminology and interpreting the discussion requires understanding of health policy and medical and research terminology.</p> <p>Tracks all due dates and task completion by team members for meetings and logistics including public notice requirements, meeting materials, public notice due date, material due date. Duties include reservations, catering, logistics, webinar, phone conference, travel, sound system, recording and materials.</p> <p>Accepts and responds to written public comment, with guidance as needed and ensures committee members receive it (web-based). Resolves questions and problems and negotiates compliance with public.</p> <p>Receives and manages safe storage of confidential documents such as nominations, membership applications and conflict of Interest forms (hard copy and electronic copy).</p>
10	NC	E	<p><u>Communication</u></p> <p>Communicates regularly in person, by phone, or in writing.</p> <p>Interprets, explains and applies laws, rules, policies and procedures related to the focus of the committee and the general public as the key contact to the public, other state agencies and interested parties through phone and email, communicating program goals and objectives.</p> <p>Responds verbally or in writing to industry representatives or citizens. Often, they may be unhappy with the committee's decisions or have concerns which need to be addressed by another part</p>

			<p>of OHA; many of these decisions have a high impact, either politically for the Health Authority or individually for the interested parties.</p> <p>Maintains address, telephone and e-mail contacts list for mailings and correspondence.</p> <p>Assist in developing process improvement related to committee processes and policies. Assist staff in interpreting responses and adapting policies as appropriate.</p> <p>Notifies interested parties at milestone moments, assists experts as they engage in the public process.</p>
Always	NC	E	Consistently treat customers, partners, vendors and co-workers, with dignity and respect. Maintain a work environment that is respectful and accepting and supportive of equity and diversity.
5%	NC	E	Other duties as assigned by your manager of HPA managers you directly support.

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. Occasional (monthly or quarterly) in site or in office work will be required, which will include traveling to an on site Oregon Health Policy Board and related meetings. Confidentiality of information must be maintained at all times.

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?

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.

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

SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? _____
- How many employees are supervised through a subordinate supervisor? _____
- 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

Date