



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
6/18/2026

This position is:

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

Agency: Oregon Health Authority

Division: Oregon Public Health Division

☒ New ☐ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Office Specialist 2
- b. Classification No: C0104 c. Effective Date: _____
- d. Position No: WD# 000000030121, PPDB # 1010384
- e. Working Title: Amendments Office Specialist
- f. Agency No: 44300
- g. Section Title: Center for Health Statistics
- h. Employee Name: Vacant
- i. Work Location (City — County): Portland - Multnomah
- j. Supervisor Name: Johanna Collins
- 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.

Oregon Health Authority

The Oregon Health Authority (OHA) is the organization at the forefront of lowering and containing costs, improving quality, and increasing access to health care in order to improve the lifelong health of Oregonians. OHA is responsible for most state health services and for implementing the health care reforms in House Bill 2009. The agency is comprised of eight divisions: Agency Operations, Equity and Inclusion, External Relations, Fiscal and Operations, Health Policy and Analytics, Health Systems, Oregon State Hospital and Public Health. The Oregon Health Policy Board (OHPB) serves as the policymaking and

oversight body of OHA and is responsible for working towards comprehensive health reform in our state. The nine-member board is comprised of community members from across the state who have an interest in health and health care and have strong relationships with the communities they represent.

OHA Vision: A healthy Oregon.

OHA Mission: Ensuring all people and communities can achieve optimum physical, mental, and social well-being through partnerships, prevention, and access to quality, affordable health care.

To fulfill OHA's vision and mission, the agency is developing a strategic plan with a single overarching goal: eliminate health inequities in Oregon by 2030.

OHA definition for Health Equity:

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.*

Core Values: Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.

The Center for Health Statistics

The Center for Health Statistics is the State of Oregon's vital records and statistics program operating under the State Registrar. The Center for Health Statistics functions within the Center for Public Health Practice under Oregon's Public Health Division and is responsible for registering, certifying, amending, and issuing Oregon vital records.

"Vital record" means a report of a live birth, death, fetal death, marriage, declaration of domestic partnership, dissolution of marriage or domestic partnership and related data that have been accepted for registration and incorporated into the official records of the Center for Health Statistics. The Center for Health Statistics is an ongoing operation or function that encompasses the agency's mission, objectives, and goals and has a clearly identifiable statutory and budget authority under Oregon Revised Statute 432, which requires that all vital events be permanently recorded and registered by OHA. These are the legal records documenting a vital event and, in the case of birth certificates, are the primary documents used to establish identity.

The Center for Health Statistics is responsible for:

- Maintaining approximately 6.5 million vital records. Birth and death records have been filed with the state since 1903 and fetal death records since 1919. Marriage records have been filed since 1906 and divorce records since 1925. Approximately 130,000 vital events occur in Oregon each year and must be registered with the state.
- Completing legal changes to vital records that must be documented and tracked. Approximately 36,500 changes to vital records occur annually.
- Issuing certified copies of vital records to customers who need these legal documents to complete essential life tasks. Approximately 141,000 certificates are issued annually.

- Compiling and analyzing the data from vital records. This data is used at the state and national level for program planning and policy development. The Center for Health Statistics is the primary source of data used for measuring key health indicators found in many health indicators projects and state and national health assessments to identify and address health inequities.
- Maintaining and modernizing the electronic vital records system known as OVERS (Oregon Vital Events Registration System). This mission critical system provides a secure web-based environment that supports robust, stable, and flexible operations for all vital records and statistics operation in the state.
- Engaging our partners to ensure the state has a strong vital records and statistics system by providing training, publishing monthly newsletters, maintaining our web site, completing reviews, and sharing information on all new laws, policies and procedures related to vital records.

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 supports the work of the Amendments team by 1) reviewing, preparing, scanning and distributing all requests for amendments from customers, 2) entering in Amendments orders into state vital records system for processing, 3) screening, transcribing and routing all incoming voicemail messages to general phone line and returning customer calls to provide information on amendment orders or general information on amendments, 4) reviewing and routing email sent to general amendments email box and responding to customer email with status on orders or general information about amendments; 5) ensuring completed vital records that have been amended are printed and mail to customers; 6) retrieving and filing vital records that need to be amended and then refiled correctly and 7) assisting program staff with other office specialist tasks as needed.

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
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35%	N	E	Screen, review, prepare, route, and enter orders for amendments • Pick up new paper amendments orders that have been delivered by cashier. Review each order, prepare each order for scanning, scan each order using a scanner, deliver the paper orders to the correct team member, and put each order that has been scanned into the correct electronic file folder so team members can process the order. • Sort and check for efaxes for amendments orders that need to be distributed. • Check various inboxes throughout the office for amendments work and ensure work is distributed to correct Amendments Specialist. • Check and sort orders that are put in the office building Drop Box and determine if order is for Amendments processing. • Enter Amendments orders into state vital records system for processing. Read and select appropriate format from forms and materials. Enter data from a variety of handwritten or typed source documents. • Identify errors in source documents and notes errors to be reviewed by Amendments Specialist
30%	N	E	Review, prepare, process, file and mail certificates and documents • Sort and file vital records and supporting documents ensuring they are filed and stored in correct location. • Review documents that are to be mailed to make sure correct document is going to the correct person. • Finalizing the order in vital records systems and printing certificates and correspondence to send to customer. • Stuffing envelopes with correspondence and records that are printed by team members. • Print copies of vital records using micro-film reader printers. • Make copies of original records from paper. • Scan using a scanner incoming sealed files from state archives.
30%	N	E	Provide direct customer service • Screen and transcribe all incoming voicemail messages. • Route voicemails to appropriate Amendments Specialist. • Return customer calls to provide information on status of amendment orders or general information on amendments. Provide information on laws and regulations related to amendments.

			• Review email sent to general amendments email box. Route email to appropriate Amendments Specialist. • Respond to customer email with status on orders or general information about amendments. Provide amendment instructions and forms. Provide information on laws and regulations related to amendments. • Research and provide status on incomplete and pending amendment orders
5%	R	NE	Other Duties: • Provide back-up support for other amendment staff and other center teams as assigned. • At the request of the Unit Manager or the State Registrar, may be asked to provide comments and information about how specific laws and rules are being applied and make recommendations about proposed changes to office policies and procedures; research the authenticity of documents in difficult or unique cases or where fraud may suspected; and, perform other tasks related to the improvement of the computer system: the update of forms, the documentation of policies and procedures, or other administrative functions or processes.
At All Times	R	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents, abilities and experiences of others are valued. Consistently treats Tribes, community members, partners, co-workers, vendors, patients and consumers with dignity and respect. Create and maintain an inclusive environment for all staff.
Ongoing	N	E	Commitment to ongoing personal and professional development on the topics of anti-racism, elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility, and development of diverse and inclusive work environments. Participation in equity focused trainings, resource groups, and workgroups.

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 work of the Center is mission critical. Due to the nature of the duties for this position, 100% of the work is conducted in the office at the Portland State Office Building located at 800 NE Oregon Street, Portland five days a week during standard office hours. Remote work may also occur on occasion in the event of emergency or closure.

Remote working conditions would be a combination of office and remote locations, with full access to needed operating systems and technology in either location. When remote, employee must follow DAS HR Policy 50.050.01 Working Remotely and OHA Operations Policy OHA-010-023 Flexible Work Solutions.

The remote work will be assessed regularly to determine if remote work continues to meet business and operational needs. In addition, the remote work environment will be assessed regularly to determine suitability to the work. There are times when the work must be conducted on site.

Daily use of personal computer and associated local and network environments, telephones, copiers, scanners, fax machines, and other office equipment. Extended time using a computer and sitting at a desk. Limited physical exertion; some light lifting, reaching and stooping. Work is ongoing and tasks or projects often must be completed simultaneously with short or varying timelines for completion. Due to daily deadlines, volume of work, and the need to key and retrieve data, the ability to type quickly and accurately using various data processing tools is required. Employee works with confidential and sensitive records and information.

Regular in-person, telephone, videoconferencing, or written contact with agency and Center personnel and external partners; occasional with the public. Meetings do occur, and attendance is required. One-on-one meetings with other staff in the Center will occur, as well as meetings with immediate supervisor and other managers. Sometimes deals with challenging external partners and situations.

Employee may be required to use a state vehicle to conduct business; must have a valid driver's license and acceptable driving record or be able to provide suitable alternate method of transportation.

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:

Federal and state laws and Oregon Health Division policies related to adoptions, amending records, and resolving problems related to vital records;
Oregon Revised Statute (ORS) 432;
Oregon Administrative Rules (OAR) 333 - Division 11 (Vital Statistics);
DAS HR Policy 50.050.01;
OHA Operations Policy OHA-010-023
Office Policies; and,
Desk Procedures.

b. How are these guidelines used?

Used as reference documents and as a basis for providing information to attorneys, court clerks, local county vital records registrars, other state and local agency representatives and the public. Laws, rules, policies and procedures are used to make decisions about amending records on a daily basis. Personally developed desk procedures are used to control the orderly processing and filing of documents. The procedures cover the flow of documents from arrival in office, through review, pending order filing, amending, computer database updating, issuance of records and re-filing or relocating of the original amended record.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

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?
Attorneys	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily
Court Clerks	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily
County Clerks	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily
State agency staff	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily
Hospital staff	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily
General public	By telephone, letter, email, fax or in person	To amend records/give instructions/ explain legal requirements	Daily

SECTION 7. POSITION-RELATED DECISION MAKING

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

Employee uses laws, rules policies and procedures to screen, review, process and amend vital records. As a back-up, makes decisions about whether to file delayed records or recommend denial of registration of records to the State Registrar. A wrong decision could result in inaccurate record

amendments, fraudulent records being in circulation, legal challenges, incorrect statistical data for records, or loss of the unit's ability to retrieve an amended record. Decisions are made about the most effective way to organize, prioritize and process work and how to respond professionally to customers who are applying pressure for rush processing or waiving of requirements. Decisions affect whether customers are served in a timely and appropriate way. Since employee works independently, decisions are made about when to refer an administrative issue, record problem or complaint to a manager; these decisions affect the timely resolution of problems, the smooth functioning of the unit and appropriate follow-up to administrative issues, record problems, attempts at fraud, or other issues related to support systems and functions such as updating forms, computer system problems, etc.

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
BOM1	0000098	By interaction, discussion, observation	Daily or as needed	To resolve problems, customer inquiries, review amendment requests
		Review of Statistical reports	Monthly	To review numbers and status of amendments
		Meeting/personal interaction	Monthly or Quarterly	To check and update on Employee Development Plan, review work, work assignments
		Meeting/written report	Yearly	To review past performance, set goals, update position description, review policies and procedures

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 | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ 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.

Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications.

- Skill/experience in analyzing and screening applications/documents for meeting specific legal requirements;
- Ability to apply complex laws, rules in a consistent manner to ensure that legal amendments to vital records are completed with 100% accuracy.
- Skill/experience in using MS Word for correspondence, ability to become an expert in proprietary OVERS software to amend and track amendment requests;
- Skill/experience providing written and verbal communication to a diverse customer base, government agencies, data providers and county partners;
- Ability to be flexible, to work independently but also to be a team player;
- Skill/experience in providing customer services in a friendly and professional manner;
- Skill/experience in supporting and promoting a culturally competent and diverse work environment.

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