



**STATE OF OREGON**  
**Oregon Health Authority (OHA)**  
**POSITION DESCRIPTION**

**Position Revised Date:**  
**03/19/2025**

**Agency:** Oregon Health Authority

**Division:** Office of Data Strategy & Operations Division

☐ 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 & Policy Analyst 3
- b. Classification No: C0872 c. Effective Date: \_\_\_\_\_
- d. Position No: 1000351
- e. Working Title: Sr. Business Systems Analyst
- f. Agency No: 44300
- g. Section Title: Office of Data Strategy & Operations / MMIS
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem/Marion-Portland/Multnomah; Hybrid
- j. Supervisor Name: Robert Costa
- 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 redistributing of resources and power; and recognizing, reconciling, and rectifying historical and contemporary injustices.” OHA’s 10-year goal is to eliminate health inequities.

The Medicaid 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:

**Health Equity:**

- Addressing the clinical and social conditions, as well as the historical and contemporary injustices, which undermine health, so everyone can reach their full health potential.
- Considering the diversity of Oregon’s communities as we make decisions about how policy and practice are developed, and how resources are distributed.
- Respecting diverse cultures, populations, histories, and health practices; ensuring a diverse workforce and inclusive work environment.

**Service Excellence:**

- Exceeding expectations and being committed to delivering responsive, efficient, and effective solutions.

**Integrity:**

- Being accountable for maintaining the highest standards and outcomes in all aspects of our work; being a good steward of public trust and resources.
- Ensuring decisions are informed, fiscally responsible, open, and easily understood.

**Leadership:**

- Ensuring every employee has the ability and opportunity to help make changes that improve health and transform health care.
- Leading improvement in health through innovative strategies and creative solutions.

**Partnership:**

- Seeking out, listening to, and collaborating with partners across diverse communities; respecting internal and external ideas and opinions.
- Working with key invested partners and communities to protect and promote the health of all people in Oregon.

**Innovation:**

- Not being satisfied with the status quo and seeking new and better ways to meet the needs of the people we serve with creativity and openness.
- Pursuing opportunities to develop new evidence to evolve our practices.

**Transparency:**

- Communicating honestly and openly, ensuring our actions are upfront and visible.
- Providing open access to information and meaningful opportunities to provide input and participate in our decision-making.

**Unit/Program Description:**

OHA is home to most of the state's publicly supported health programs. OHA divisions include Public Health, Equity and Inclusion, Behavioral Health Division, Medicaid Division, Health Policy, and Analytics, Fiscal and Operations, and the Oregon State Hospital. Within the Agency Operations Division, the Office of Data Quality & Operations Section is responsible for operationalization of Medicaid and Behavioral Health policies into the various systems that are overseen by OHA. Among those systems is COMPASS and the Medicaid Management Information System (MMIS).

The Office of Data Strategy & Operations administers two programs - the Compass and Business Systems Unit teams. Overall, the ODSO team is responsible for maintaining and improving technology and data in OHA and working to help OHA become more strategic in its expenditures to improve data and technology. The Business Systems Unit team is responsible for coordinating, monitoring, and evaluating needs associated with the systems comprising the Medicaid Enterprise System (MES): The Medicaid Management Information System (MMIS) and Medicaid Modularity. The team works to support the OHA efforts to help identify and monitor the elimination of health inequities.

**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 part of the MMIS Business Services Unit team that supports efforts with contractors and stakeholders to operate and maintain the MMIS for the state of Oregon. This position is responsible for supporting the mandated and business-critical changes and activities associated with the MMIS. This position is responsible for the coordination of various OHA and DHS participants in the identification of business processes and needs for the MMIS. This position will support the OHA and DHS decision making process for changes to the MMIS, including detailed requirements, design, testing, and business process improvements.

This position will work across multiple sub-systems within the Medicaid Management Information System (MMIS) to support ongoing change request work for the MMIS and help manage multiple system projects. This position will work collaboratively with the recipient and managed care subsystems in MMIS, but will also operate on a broad spectrum within MMIS to help lead the way on multiple change request projects for MMIS and will work closely with the MMIS Business Systems Manager and the MMIS Health Equity & Operations Manager to guarantee successful implementation of all MMIS enhancements and modifications. This position will ensure that multiple MMIS projects and change requests are on schedule to be completed as planned. This position will represent the MMIS BSU in multiple meetings and will provide Medicaid policy and operational expertise to multiple business partners and agency leadership.

The functions of this position require extensive knowledge and experience with federal, state, Oregon Health Authority and Department of Human Services rules, regulations and procedures related to Title XIX, Medicaid and Oregon Health Plan programs.

### 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
At all times			<p><b>Align Conduct with OHA’s Values and 2030 Strategic Goal</b></p> <ul style="list-style-type: none"> <li>• Demonstrate awareness, understanding and alignment in service delivery with the OHA Core Values of Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.</li> <li>• In addition to the cultivation of equitable practices across all aspects of the position description, learn and apply knowledge and skills to interrupt systemic racism and oppression of groups most impacted by historical and contemporary racism and social injustices.</li> <li>• Demonstrate recognition of the value of individual and cultural difference; demonstrate evidence of ongoing development of personal cultural awareness and humility; contribute to an inclusive work environment that is respectful and accepting of diversity and where talents and abilities are valued.</li> <li>• Contribute to a positive and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures.</li> <li>• Model professional behavior. Interrupt and report inappropriate behaviors, especially those in violation of policy.</li> <li>• Promote and actively participate in OHA’s 2030 goal of eliminating health inequities.</li> <li>• Hold awareness and be attentive to the direct and indirect accountabilities and opportunities within the Medicaid Division to positively impact and influence the goals, strategies, actions, and measures outlined in OHA’s strategic plan (2024-2027).</li> <li>• Use language that promotes equity, engagement, asset-framing, and power-sharing; when crafting written content or correspondence, reference and adhere to equity-centered communication guidelines outlined in the <a href="#">ODHS/OHA Writing Style Guide</a>.</li> </ul>

20%	N	E	<b>Team Leadership:</b> <ul style="list-style-type: none"> <li>• Project Manage large MMIS Change Requests.</li> <li>• Provide detailed analytical complexity to the scope of work</li> <li>• Coordinate major project activities</li> <li>• Advise management of recommended changes to projects in response to unforeseen changes or unexpected results.</li> <li>• Identify project risks.</li> <li>• Manage the liaison efforts with the division representatives to ensure OHA/DHS managers and staff are informed on the project status.</li> <li>• Manage the development and implementation of standards methodologies, policies and procedures to assure effective and efficient utilization of project resources.</li> <li>• Develop new procedures and policies to support MMIS efforts.</li> <li>• Manage development efforts for business process modeling and coordinate planning initiatives for strategic business process improvements efforts.</li> <li>• Assign, prioritize and monitor tasks.</li> <li>• Monitor and track assignments to ensure all deadlines are met.</li> <li>• Monitor and review work for correctness of content, conformance to standards.</li> <li>• Provide direction concerning work procedures.</li> <li>• Provide written and/or verbal instructions to staff.</li> <li>• Provide technical support and mentoring to staff on daily basis.</li> <li>• Identify needs for individual and/or team for equipment, supplies and/or training to ensure that staff has everything needed to assist the project in attaining its goals and mission.</li> </ul>
20%	N	E	<b>Operations:</b> <ul style="list-style-type: none"> <li>• Identify and ensure that all business needs are clearly and correctly identified, conduct/attend meetings to identify review and analyze specific business needs policies, rules, laws and procedures currently in place.</li> <li>• Communicate with employees within OHA/DHS and other departmental staff on an as needed basis by telephone, conducting meetings or via electronic mail to ensure that all identified project related issues are correctly identified and resolved.</li> </ul>

			<ul style="list-style-type: none"> <li>• Responsible for understanding and representing the program area and coordinating with the policy analyst.</li> <li>• Identify potential risk and difficulties, and design strategies to mitigate or avoid them. Collaborate with stakeholders and follow contracting guidelines to develop contractor statement of work.</li> <li>• Work with various department business owners to ensure financial program/policy or system changes are analyzed for collaboration with the various business partners, identify any necessary requirement changes and submit changes to the Change Request Prioritization group for consideration.</li> <li>• Evaluate Medicaid programs, services, systems and program effectiveness using comprehensive operational research methodologies.</li> <li>• Present these evaluations and recommendations at the highest level for the Program or Legislation to consider as required new or changed policies needed to accommodate the MMIS system and/or business processes.</li> <li>• Manage workgroups of customers, managers and partners to develop long and short-range operational plans to accomplish these goals and objectives.</li> <li>• Interpret and maintain knowledge of relevant federal, state administrative rules and regulations.</li> <li>• Manage the design and analysis of the collection of data to evaluate and identify trends and prepare recommendations for policy development and interpretation; and ensure statutory compliance.</li> <li>• Participate in systems and data analysis.</li> <li>• Define system requirement by working with the business and stakeholders and conduct detailed requirements analysis. Analyze user needs against the systems functions; validate data and system functioning by applying state policy and procedures to system functioning. Conceptualize and develop specification that include detailed design document and technical specifications.</li> <li>• Participate in screen and report design.</li> <li>• Participate in data conversion to or within MMIS.</li> <li>• Participate in system testing and acceptance.</li> <li>• Participate in the development of various training materials and training delivery to support MMIS.</li> <li>• Collaborate with information system staff to automate business process and implement changes that support federal or state legislation.</li> </ul>
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			<ul style="list-style-type: none"> <li>• Serve as MMIS resource to OHA/DHS staff &amp; managers</li> </ul>
20%			<b>Policy Analysis/Development:</b> <ul style="list-style-type: none"> <li>• Manage research studies that evaluate program policy and operations. Formulate policy and design operational systems to support policy direction. Advise agency management on benefits of different policy options. Write or revise policy to mitigate operational risks.</li> <li>• Lead policy task forces comprised of agency staff and outside stakeholders to address legislative and policy changes.</li> <li>• Evaluate statutes, legislative and executive intent and operating procedures; develop comprehensive evaluation of affect to agency operations</li> <li>• Research current trends in program and formulate policies and suggest legislative changes to support philosophy or changes in practice.</li> <li>• Solve disputes and gain agreement with external constituency, other agencies and community partners to support policy initiatives.</li> <li>• Analyze policy proposals and recommend agency action based on probable political and public reaction to changes in policy. Interpret and explain agency policy and rules to staff, legislators, and the public.</li> </ul>
15%	N	E	<b>Project Support Task:</b> <ul style="list-style-type: none"> <li>• Schedule and hold regular team meetings dealing with problem identification and resolution.</li> <li>• Orient new team members.</li> <li>• Chair and/or serve on committees, task forces and work groups as required.</li> </ul>
10%	N	E	<b>Program Monitoring:</b> <ul style="list-style-type: none"> <li>• Conduct thorough research studies governing program regulations, legislative and executive intent, operating policies and end results.</li> <li>• Evaluate findings.</li> <li>• Prepare comprehensive reports and recommendations.</li> <li>• Present recommendation orally and/or in writing.</li> <li>• Review drafts of proposed rules and regulations.</li> <li>• Responsible for business functional requirements oversight.</li> </ul>
10%	N	E	<b>Agency Representation:</b> <ul style="list-style-type: none"> <li>• Cross-agency representative around MMIS information. Is often the point person for special projects related to</li> </ul>

			<p>the MMIS and is considered the subject matter expert for the MMIS Business Support Unit.</p> <ul style="list-style-type: none"> <li>• Represent the division on interagency committees to the legislature, individuals and public groups.</li> <li>• Act as an authoritative resource in the assigned areas of responsibility and their relationship to other agency policies and programs.</li> <li>• Advises Medicaid Division and Oregon Health Authority leadership on Medicaid issues and solutions.</li> </ul>
5%		NE	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.**

The person in this position will work a professional work week, Monday through Friday. Some evening and/or weekend work may be required, especially during legislative session.

The job requires frequent preparation, presentation, and/or response to technical and professional material against assigned deadlines. Work product can be highly visible, and of significant interest to legislative representatives, multiple partner groups and/or state agencies and associations. Workload and priorities fluctuate and can involve highly complicated, sensitive, and/or political issues. May experience stressful situations due to unchangeable project and program timelines.

This professional collaborative position relies upon positive, productive, and respectful engagement with leadership and subject matter experts within the Division, across the Agency / state agencies, representatives of local government / governor's office, and with key invested members, partners, and providers within Oregon communities.

Occasional local and in-state travel is required. Occasional out-of-state travel may be required. Occasional evening and weekend work may be required.

This work may be performed remotely (unless the agency's business and operational needs require in-person) within the defined workweek. A required quarterly in-person staff meeting is held which can be attended in person or virtually.

When working remote, the current structure relies upon Division issued equipment, utilizing the employee's internet network and activation of secure network software to connect to OHA's Virtual Private Network, and utilizing on camera virtual meetings.

Frequent contact and work with a variety of staff, colleagues, and partners in a variety of office, virtual and meeting room settings is expected. Open office environment or virtual environment with frequent interruptions while working on multiple projects simultaneously. Continuous use of computer and communication devices/ applications. Multiple communication streams including email, instant message, and cell phone. These are daily conditions



## 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 Regulations (including but not limited to Medicare and Medicaid regulations and Health Insurance Portability and Privacy Act)
- National best practices and fidelity models promoted by key federal agencies
- Oregon Revised Statutes
- Oregon Administrative Rules
- Billing codes and practices, including HCPCS and CPT procedural codes, ICD-9 and -10 CM
- diagnosis codes, NDC codes as applicable, DSM-5, DC:0-5, and National Correct Coding Initiative
- Program budget, expenditure and utilization reports, program operations claim status and error reports related to assigned medical program and service areas
- OHA/Coordinated Care Organization Contracts
- State laws, rules, and contract requirements relating to Medicaid services
- Oregon Procurement Laws and Guidelines
- OHA/ODHS Human Resource policies and procedures
- Oregon Department of Administrative Services (DAS) policies and procedures
- Departmental and office policies and procedures
- Collective Bargaining Agreement
- Local requirements as appropriate
- OHA Tribal Consultation & Urban Indian Health Program Confer Policy
- Trauma Informed Approaches
- Organizational Effectiveness strategies
- Continuous Improvement strategies
- Oregon Revised Statutes (ORS)
- Medical Services Provider Guides
- State Medicaid Manual (Section 11)
- Waivers granted by federal government
- AFS Computer Guide
- AFS/SDSD Eligibility Manuals
- MMIS system manuals
- Medical Services Provider Guides
- State Medicaid Manual (Section 11)
- Waivers granted by federal government
- DHS Computer Guides
- SPD/CAF/AMH Eligibility Manuals

**b. How are these guidelines used?**

As parameters and reference to perform as an expert and to effectively consult and act as a liaison with leadership and staff in shaping, defining and prioritizing activities and priorities.

As parameters and reference to assure compliance with best practice and applicable laws, rules, policies and regulations and cost allocation. May also serve to guide strategic planning. The work

of OHA is governed and administered within the context of these laws, rules and policies.

These guidelines provide basic data for ongoing management and establishing, monitoring, and coordinating program policies and procedures for the assigned programs within the legislatively approved budget.

Guidelines are used as reference materials to ensure that MMIS complies with Oregon policy and agency procedures and federal requirements. The person in this position must be familiar with these references and know when to consult them for guidance. New issuances must be studied for any applicable changes, and recommendations formed on how to incorporate changes into the MMIS.

This position must be familiar with these references and know when to consult them for guidance. New issuances must be studied for any applicable changes, and recommendations formed on how to incorporate changes into the MMIS. These reference materials are used to ensure that MMIS complies with Federal requirements, Oregon rules and agency policies.

## 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?
OHP recipients and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Monthly, as needed
OHA Senior Management; Other State Agency Senior Management (ODHS, OYA, ODE, etc.)	In-person; Virtual (e.g. MS Teams, Zoom); Written (e.g. email, letter/memo, report); Phone	Collect, provide and discuss information and data; collaborate and coordinate on policies and programs; provide and receive direction or consultation; answer questions; gather input; enforce policies, regulations and contracts; negotiate agreements	Daily, as needed
Policy Analysts	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
System Analysts	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
MMIS End Users	Phone/Person/Written	Gather and verify Information policy and processes	As Needed

Other State Agencies	Phone/Person/Written	Gather and verify Information policy and processes	As Needed
Outside Entities	Phone/Person/Written	Explain policy and processes	As Needed
OHP recipients and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Monthly, as needed
OHP recipients and persons with lived experience	Virtually, telephone, in person, email	Listen to identify opportunities to improve services and programs to create a simple, meaningful and responsive system	Monthly, as needed

## SECTION 7. POSITION-RELATED DECISION MAKING

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

- This position typically makes decisions whether an issue or desired business need pertains to functionality that is covered by the approved design of the MMIS. The impact of the decision is how to address the business need, whether it be through the defect, maintenance or change order processes.
- Always determine the impact of programs, policies, operations, budgets, and all other aspects of the program on health equity.
- Ensure decisions prioritize the equitable distribution or redistribution of resources and power and recognize, reconcile and rectify historical and contemporary injustices.
- Develop and make recommendations on health care policies, operational changes, and system and process needs related to successful management of assigned Medicaid program areas.
- Monitor and recommend improvements to Medicaid services programs especially as it relates to MMIS.
- The decisions in this position require a high degree of complicated conceptual, critical, and analytical thinking as well as knowledge of medical/health programs, practices, standards and budgets. The person in this position must apply these skills and knowledge within the limitations and opportunities extant in state and federal law, rule, and guidance. These decisions significantly influence the management of expenditures and access to quality medical care for the Medicaid Management Information System (MMIS) for the state of Oregon.

## 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
Information Technology Customer Engagement & Support Manager 2 (ITCEMSM2)	1013978	Virtually, In person, Phone, Email, written form	Daily to Weekly, and as needed	Communicate updates on progress of major tasks and projects; Ensure project and program decisions meet federal, agency and user requirements; Promote quality assurance, strategic plan alignment, and equitable outcomes; Discuss and review goals, performance, expectations and training needs; Promote problem-solving and solution-seeking

## 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?
- |                                                  |                                                                     |
|--------------------------------------------------|---------------------------------------------------------------------|
| <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.

Do not require any formal licenses and certifications unless necessary. Be willing to train and invest in hiring candidates that align with our agency's values, rather than prioritizing formal training and education.

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

Ability to exercise courtesy, diplomacy, and confidentiality when dealing with staff, partner agencies, health care facilities, providers, and the public.

Ability to maintain harmonious working relationships with team members, employees and other vendors or agencies.

Effective verbal and written skills in communicating complex and technical concepts to audiences with varying technical backgrounds.

Critical decision-making skills

Experience managing frequently changing priorities.

Experience working with OAR, CFR, ORS.

Experience working with DHS/OHA eligibility source systems and MMIS.

Experience collaborating with partner agencies and stakeholders.

Familiarity with data recorded and reported during medical visits, or as part of medical registration processes.

Experience collaborating within OHA; Health Policy and Analytics, Oregon State Hospital, Public Health, Medicaid Division, Tribal Affairs and Office of Equity and Inclusion.

Experience collaborating with Office of Information Services and the Information Security and Privacy Office.

Understanding of shared data management/data governance processes and strategies.

**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