



STATE OF OREGON POSITION DESCRIPTION

Position Revised Date:
07/01/2014

Agency: Oregon Health Authority

Division / Office: Public Health / Health Licensing Office

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:	Office Specialist 2	b. Classification No:	C0104
c. Effective Date:	07/01/2014	d. Position No:	000000027774
e. Working Title:	Cashiering and Qualification Specialist	f. Agency No:	44300
g. Section Title:	Health Licensing Office (HLO)	h. Budget Auth No:	1224430
i. Employee Name:	VACANT	j. Repr. Code:	OAH
k. Work Location (City – County):	Salem-Marion		
l. Supervisor Name (Optional):	Tina Russell		
m. Position:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share		
n. FLSA:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	If Exempt:	<input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative
		o. Eligible for Overtime:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.

The OHA mission is helping people and communities achieve optimum physical, mental and social well-being through partnership, prevention and access to quality, affordable health care. OHA's work is organized into three broad goals: Improve the lifelong health of all Oregonians, increase the quality, reliability and availability of care for all Oregonians and lower or contain the cost of care so it is affordable to everyone. OHA values partnership, service excellence, leadership, integrity, and health equity.

The mission of the Licensing Division is to provide customer service and recommend policy development on licensing related issues for the Oregon Health Licensing Office (HLO). The division's primary purpose is to provide excellent customer service, relay information regarding board and office-wide policies and procedures to effectively maintain the licensing and regulation objectives of each professional group, and working with key stakeholders to gain consensus and consistency on office regulatory standards.

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 process all cosmetology renewals received through the mail, as well as assisting applicants who may need ADA accommodations for required testing needed to obtain licensure. By assisting current and future licensees, this position assists the HLO in providing excellent customer service while following both state and federal guidelines.

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.

% of Time	N/R/NC	E/NE	DUTIES
60%	R	E	<p><u>Renewals and Customer Service:</u></p> <ul style="list-style-type: none"> • Receives and reviews application and documents to determine if applicant meets required qualifications for licensure or renewal. • Processes and issues licenses or renewals for those that qualify for licensure or renewal. • Prepares refund requests for applicants who have overpaid. notifies applicant by mail of pending refund. Submits refund requests to accounting for processing. • Prepares correspondence to applicants who do not meet the requirements for licensure or renewal, explaining criteria used as the basis for denial or incomplete application. • Processes applicant requests for duplicate licenses, information packets, insufficient funds check payments, civil penalty payments and other requests as needed. • Updates all requested changes of information from licensees, including name, address, employment, etc. into the office database. • Corresponds with applicants by phone and email regarding status of applications for licensure, renewals or other requests. Provides explanation of laws, rules and procedures pertaining to COS. • Serves as backup to the frontline staff by assisting walk-in customers and taking phone calls. • Researches and determines proper course of action to correct any processing errors. Prepares backup documentation and take corrective action. Creates and sends correspondence to applicant notifying them of correction needed. • Assists applicants who may need ADA accommodations for required testing needed to obtain licensure. Schedules and prepares exams for approved ADA testing appointments.
20%	R	E	<p><u>Cashiering:</u></p> <ul style="list-style-type: none"> • Reviews all over-the-counter transactions and supporting documentation, while checking for accuracy and

			<p>completeness. Documents license stock number on supporting documentation and verifies payment received is accurate, providing cash change when needed.</p> <ul style="list-style-type: none"> • Runs and reconciles financial reports ran at the end of business day. Counts and document daily cash and checks. Separates pre-determined amount of cash for the next day's till, securing extra cash and financial documents in office safe. • Gathers all daily application documentation and secure in office safe.
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15%	R	E	<p><u>Mail Distribution:</u></p> <ul style="list-style-type: none"> • Opens, sorts, and distributes all office mail. • Processes all payments for the office when an applicant requests a payment plan for a civil penalty or to cover any charges assessed from an insufficient funds transaction as requested by accounting division. • Cashiers monthly Department of Revenue collection payments as requested by accounting division.
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5%	NC	E	<p><u>Other Duties:</u></p> <ul style="list-style-type: none"> • Participates in office committee meetings as assigned. • May be assigned special projects or brief non-routine assignments within the division or other office divisions.
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At all times	NC	R	<p><u>Professional Conduct:</u></p> <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.
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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.

Standard office environment with use of computer and phone for extended periods of time. Office environment requires occasional standing, bending, and maneuvering of less than 25 pounds. Work is frequently interrupted by telephone, staff and applicants who may be hostile or angry with the department's policies or perceived office actions. Must work with multiple priorities and deadlines. Frequent contact with staff, public, stakeholders and others with conflicting priorities.

This position is not eligible for working remotely due to the need for regular face-to-face contact with customers, the public, and coworkers. This position may also require a higher level of oversight with direct supervision, access to hardcopy files, financial transactions, or office resources.

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 Administrative Rules (OAR)
- Oregon Revised Statutes (ORS)
- DAS State-Wide Policies and Procedures
- OHA/PHD/HLO Policies and Procedures
- HLO Desk Reference and Procedure Manuals
- HLO Computer References and User Guides
- OHA Employee Handbook
- SEIU Collective Bargaining Agreement
- Public Meetings and Public Records Law Manual
- Administrative Law Manual
- Administrative Procedures Act
- All Applicable State and Federal Laws, Regulations and Policies

b. How are these guidelines used?

As references and guidelines to provide context and technical instruction in carrying out work assignments and performance of the job. To ensure accurate information is being provided to applicants, licensees, the public, board/council members and other HLO stakeholders. Also used as guidelines in maintaining a professional work environment which ensures accountability in presenting and maintaining a professional attitude and behavior in the workplace.

SECTION 6. WORK CONTACTS

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

Who Contacted	How	Purpose	How Often
Licensees	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Daily
Public	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Daily
State employees (Outside of unit)	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Weekly
Career schools/ Professional organizations	Telephone, in person, email, fax and written correspondence	Answers questions, provides information, clarifies policies, procedures, laws, and rules, and seek resolutions.	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

This position determines whether the documentation provided by applicant meets the requirements for renewal or qualifies a candidate for special accommodations for testing, as written in statute and rule. As part of the cashiering duties to support front-line transactions, this position also determines if all supporting documentation is accurate and complete before processing.

The direct effect of the above decisions determines whether the office will issue a renewal of authorization or qualifies for testing accommodations, which ultimately means whether a person can work or continue to work in their chosen profession.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Principle Executive Manager C	0000102	In person, email, written correspondence and in meetings.	As needed	Answer questions and provide direction, set priorities, ensure accuracy and completion of work, performance evaluations.

SECTION 9. OVERSIGHT FUNCTIONS (THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY)

a.	How many employees are directly supervised by this position?	N/A
	How many employees are supervised through a subordinate supervisor?	N/A
b.	Which of the following activities does this position do?	
	<input type="checkbox"/> Plans 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 & 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:

- Ability to communicate clearly, both verbally and in writing.
- Must be able to multi-task in a fast-paced environment.
- Possess excellent computer data entry skills to enter information into office database.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

SECTION 12. SIGNATURES

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.

_____ Employee Signature	_____ Date	_____ Appointing Authority Signature	_____ Date
_____ Supervisor Signature	_____ Date		