



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

**Position Revised Date:**  
12/28/2023

**Agency:** Oregon Health Authority

**Division:** Oregon State Hospital

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: Program Analyst 1

b. Classification No: C0860      c. Effective Date: 07/01/2017

d. Position No: \_\_\_\_\_

e. Working Title: Program Analyst

f. Agency No: 44300

g. Section Title: Administrative Operations - Centralized Timekeeping Office

h. Employee Name: \_\_\_\_\_

i. Work Location (City — County): Salem - Marion

j. Supervisor Name: Amy Bonin

k. Position:  Permanent       Seasonal       Limited Duration       Academic Year  
 Full-Time       Part-Time       Intermittent       Job Share

l. FLSA:  Exempt      If Exempt:  Executive      m. Eligible for Overtime:  Yes  
 Non-Exempt       Professional       No  
       Administrative

### 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 (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. OHA is overseen by the nine-member citizen Oregon Health Policy Board working toward comprehensive health and health care reform in our state.

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 service excellence, leadership, integrity, health equity and partnership.

Oregon State Hospital, a Joint Commission and CMS certified public psychiatric hospital, provides psychiatric hospital services and patient treatment services to persons committed by the Oregon courts as part of the state mental health system. The Oregon State Hospital is the largest division of OHA with over 2250 positions across hospital operations.

This position is a key part of Oregon State Hospital's administrative operations, reporting directly to the Centralized Timekeeping Office manager, within Finance and Operations. The Finance and Operations department guides and oversees administrative and business operations across the hospital system. The sections of this department provide structure and support to direct care operations in the areas of: safety and security, performance management, technology services, facilities management, general operations, standards and compliance, data and analysis, patient financial services, fiscal and budget.

**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:**

Monitor and analyze the program to ensure compliance as it pertains to timekeeping and payroll.

Responsible for overseeing transmission of the timekeeping integration file and reviewing/reconciling exception reporting to ensure accurate pay for OSH employees.

### 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
30%	R	E	<p><b>PAYROLL PROCESSING AND SYSTEM ANALYSIS</b></p> <p>Analyze, examine, interpret, and reconcile exception reporting from the Oregon State Hospital's Electronic Time Management System (ETMS) and the official human resource system and record for Oregon state government (State Payroll System). Conduct specialized pay cycle audits and resolve variances related to the ETMS and state payroll integration file.</p>

			<p>Align payroll records between the ETMS and state payroll system when:</p> <ul style="list-style-type: none"> <li>• Corrections are processed for closed pay cycles.</li> <li>• Separations or transfers of employees occur.</li> <li>• Errors with benefits, hire and separation dates, and work addresses are identified.</li> </ul> <p>Utilize system reports, spreadsheets and/or databases to analyze and research findings.</p> <p>Identify system errors/limitations, recommend system design improvements/enhancements, for both ETMS and the official human resource system and record for Oregon state government.</p> <p>Prepare written change request and perform user acceptance testing (UAT).</p>
40%	R	E	<p><b>PROGRAM MONITORING</b> (Analyze operational needs and requirements)</p> <p>Process closed month corrections using payroll methods to identify individual needs and evaluate program progress.</p> <p>Communicate errors and provide support at all levels of the hospital hierarchy to maintain compliance with laws, policies, and processes.</p> <p>Identify program compliance and non-compliance, perform risk analysis, determine corrective actions, and present findings with recommendations for improvement.</p> <p>Create and maintain reports or metrics based on needs of the program, hospital and/or agency.</p> <p>Develop and compile performance measures to monitor areas for individual and program improvement.</p> <p>Analyze collective bargaining agreements (CBAs), policies, and procedures to advise on program processes.</p>

			<p>Prioritize the duties of Timekeeping Specialists to meet strict payroll deadlines.</p> <p>Monitor performance of the Timekeeping Specialists and suggest improvements or corrective action to management.</p>
25%	R	E	<p><b>PROGRAM DEVELOPMENT AND MAINTENANCE</b></p> <p>Coordinate diverse activities to ensure completion of projects, tasks, and assignments and assist management in the development of short- and long-range goals and objectives.</p> <p><b>Process Improvement</b></p> <ul style="list-style-type: none"> <li>• Utilize Lean methodology to facilitate quality improvement projects.</li> <li>• Advise management on methods to effect change and recommend strategies to improve work processes.</li> <li>• Facilitate problem-solving and strategic planning sessions.</li> <li>• Identify barriers to effective change and recommend strategies to effect change or improve systems.</li> <li>• Design and assist management in executing organizational change strategies.</li> </ul> <p><b>Process Development</b></p> <ul style="list-style-type: none"> <li>• In-depth evaluation of program operations</li> <li>• Adapt existing procedures and/or create new procedures to solve program issues that are not clearly defined.</li> <li>• Research and develop best practices.</li> <li>• Create and maintain historical documents, visual aids, and internal processes.</li> <li>• Evaluate, develop and recommend business process changes.</li> </ul> <p><b>Content Creation</b></p> <ul style="list-style-type: none"> <li>• Create and review reference materials, and other resources and documents related to the ETMS, and program needs.</li> <li>• Utilize multiple electronic platforms and specialty software programs.</li> </ul>
5%	R	NE	<p><b>OTHER DUTIES AS ASSIGNED:</b></p> <p>Administrative functions as assigned.</p> <p>May include and is not an exhaustive list:</p>

			Emergency coverage for timekeeping, month end duties, auditing and any additional program support.
Ongoing	NC	E	<p><b>CULTURAL COMPETENCY AND DIVERSITY:</b></p> <ol style="list-style-type: none"> <li>1. Consistently treats consumers and co-workers with dignity and respect.</li> <li>2. Demonstrates recognition and appreciation of the value of individual and cultural differences.</li> <li>3. Assures that service delivery is provided in a culturally competent way; assures that printed materials are available in different languages as needed and/or in alternate format; bilingual services available and facilities are accessible for all consumers.</li> </ol> <p>Understands how to access OSH Cultural Diversity Manager with questions or practical assistance with service delivery.</p>
Ongoing	NC	E	<p><b>CORE VALUES:</b></p> <p>Core Values, Cultural Competency, and Diversity:</p> <p>OSH values compassion, integrity, respect, stewardship, solution-orientation, and simplicity</p>

#### 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.**

Typical office environment, work with minimal supervision, conferring with a manager on new or unusual matters. Assignments are broad in nature, usually requiring originality, and inductive reasoning to design solutions and work products. Employee uses independent thinking in their actions or decisions based on organizational goals and direction. Employee applies broad guidelines to their work and develop new techniques or methods of achieving organizational change. Resolve unusual situations and use judgment in interpreting and adapting guidelines to specific cases or problems.

Requires extensive use of computers and telephones. Some duties can be performed remotely. To be eligible for the remote work, staff must have a home office that meets all applicable technology, security, and safety requirements including the ability to provide protection of confidential information accessible from their home office. Security steps may include, but are not limited to, use of locked file cabinets and desk, regular password maintenance, and any other steps appropriate for the job and the environment. Remote workers must establish and maintain an appropriate environment for work purposes. Staff who work remotely may be required to report to OSH as determined by the manager as part of their regular job to perform duties, receive training, or participate in meetings. Remote work may be discontinued at any time.

Occasional contact with angry or confused employees, patients, and/or other agency representatives.

Work hours are subject to change with minimal notice.

Duties listed are subject to change; may include suspending work assignments to provide coverage for or to assume a timekeeping caseload, to perform an audit, special project or other unanticipated work.

## 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:**

OHA/OSH policies and procedures, Oregon administrative rules, Oregon BOLI rules and regulations, FLSA rules and regulations, Collective Bargaining Agreements, and FMLA, OFLA, SAIF policies and procedures and API System Training & Reference Guides.

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

This position utilizes the above referenced resources in determining the appropriate action for exceptions reported in ETMS, including corrective action, assisting OSH staff and managers, payroll technicians and Human Resources (HR) to resolve discrepancies, and reporting to management when repeated errors are not improved. Inaccuracies can lead to incorrect payment of salary and wages and inconsistencies in how employees are compensated.

## 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?
OSH Employees and Managers	Phone, electronically in writing and in person	Exchange information and explain system operation. Clarify information, resolve discrepancies, or explain agency and/or OSH policies and procedures.  Obtain and verify information to explain program processes.	Daily
Shared Services	Phone, electronically in writing and in person	Review and interpret a variety of policies, procedures and bargaining agreements and communicate to ensure compliance regarding the accurate reporting of time and for resource development, change in work assignments	As Needed
Human Resources	Phone, electronically in writing and in person	Exchange information and explain system operation. Obtain, clarify or	As Needed

		validate information, explain program processes to ensure compliance regarding the accurate reporting of time. Report inaccuracies in employee profiles in the state human resource system	
Administrative Operations Deputy CFO	Phone, electronically in writing and in person	Review reports, overtime justification, processes and procedures, risk analysis, recommendations for system or process improvements	Daily, Weekly, As Needed
Technology Services	Phone, electronically in writing and in person	Report system limitations, Identified system errors/limitations, recommend system design improvements/enhancements	Daily, Weekly, As Needed
Position Management	Phone, electronically in writing and in person	Obtain, clarify or validate information in the ETMS and report inaccuracies in employee profiles in the state human resource system	Daily, Weekly, As Needed

## SECTION 7. POSITION-RELATED DECISION MAKING

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

This position requires judgment to determine the appropriate method or technique, uses independent critical thinking in actions and/or decisions, and applies broad guidelines to the work and develops new techniques or methods of achieving organizational change. This position makes decisions based on the interpretation of payroll rules/guidelines, processes, policies, procedures, and multiple collective bargaining agreements.

This position works closely with HR and the ODHS|OHA Shared Services Payroll Manager and payroll technicians to ensure agreements are interpreted correctly and processes are followed. This position makes recommendations to management for system and process improvements or changes that may impact daily work.

When discrepancies are identified, this position will utilize critical thinking and inductive reasoning to design solutions, and/or provide resources to ensure the timekeeper, manager or scheduler is informed on the appropriate course of action for correction. This position has the oversight responsibility for determining the appropriate coding.

Incorrect decisions may result in staff being paid inaccurately.

Assesses training requirements to plan appropriate solutions, reduce waste and increase accuracy and production.

Assist management in the development of short- and long-range goals and objectives.

## 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
Business Operations Supervisor 2	0000000297 99	Observation, review of work, regular meetings ad collaboration	Daily	Ensure work is performed with a high degree of customer service, confidentiality, professionalism, quality, and relevancy.
Program Analyst 1	0000000425 68 0000000360 20	Collaboration, review of work, weekly scheduled meetings	Daily	Ensure work is performed with a high degree of professionalism, quality, and relevancy.

## 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 checked="" type="checkbox"/> Plan work	<input checked="" type="checkbox"/> Coordinates schedules
<input checked="" type="checkbox"/> Assigns work	<input type="checkbox"/> Hires and discharges
<input checked="" type="checkbox"/> Approves work	<input checked="" type="checkbox"/> Recommends hiring
<input type="checkbox"/> Responds to grievances	<input checked="" 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.**

Knowledge of OSH ETMS and the official human resource system and record for Oregon state government.

Knowledge of timekeeping and/or payroll principles, practices, and procedures.

Basic knowledge of governmental payroll policies, procedures, and operations.

Independent judgment and decision making in the application and explanation of policies, procedures, multiple collective bargaining agreements and a variety of governing regulations (e.g., Fair Labor Standard Act (FLSA), SAIF, Family Medical Leave Act (FMLA), etc.).

Experience with research techniques and methods sufficient to collect, analyze, interpret, and report data in both a narrative and statistical format.

#### Intermediate skills in Microsoft365

Experience in administrative procedures and systems such as record keeping and managing filing systems, design and use of business forms and office terminology.

Understanding of mathematics to solve business problems.

Knowledge of project management principles, processes, and techniques and/or certificate

Skills using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Communicate effectively orally and in writing, utilizing multiple electronic platforms.

Clearn understand and or/use of LEAN methodology.

Experience in conducting risk assessments and making recommendations for system and program improvements.

Ability to work independently and prioritize tasks with frequent interruptions.

Ability to think critically, convey ideas, exchange constructive criticism, collaborate and have active listening skills.

**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