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

STATE OF OREGON

Oregon Health Authority (OHA)

POSITION DESCRIPTION

Position Revised Date: 04/27/2026

Agency: Oregon Health Authority

Division: Agency 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: Administrative Specialist 2

b. Classification No: C0108 **c.** REPR Code: OHA

d. Position No: 9400807

e. Working Title: Administrative Assistant

f. Agency No: 44300

g. Section Title: Office of Information Services - EDGE

h. Employee Name: Vacant

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

j. Supervisor Name: Shannon Knapp

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

l. FLSA: ☐ Exempt ☒ Non-Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☐ Computer 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 Agency Operations 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
- Pursing 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 partners and communities to protect and promote the health of all Oregonians
- Seeking, learning from, 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.

The Office of Information Services (OIS) provides shared technology services that support the work of two agencies—the Oregon Health Authority (OHA) and the Oregon Department of Human Services (ODHS). OIS delivers and maintains the systems and tools that enable staff and partners across the state to carry out essential programs and services. These include determining eligibility for benefits; administering medical, housing, food, and employment assistance; supporting behavioral health and rehabilitative services; protecting children, older adults, and people with disabilities; processing claims and benefits; managing provider licensing and state hospital systems; and promoting and protecting public health. OIS also supports internal administrative functions such as human resources, financial management, and procurement.

OIS supports more than 250 business-facing applications used by approximately 17,000 agency and partner staff located across 166 sites throughout Oregon. In addition to supporting agency staff, OIS provides technology services to a wide network of partners who rely on OHA and ODHS systems to serve their communities. OIS ensures the reliability, security, and accessibility of these systems through service desk support, ongoing system maintenance, and coordination of network and computing operations. The office also supports technology strategy and delivery through project management, systems architecture, database administration, and IT asset and change management.

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 psotion is to assist the Enterprise Delivery Governance and Engagement (EDGE) unit, which now encompasses the Enterprise Architecture and Project Solutions teams, Business Relationship Managers, Business Account Managers, by providing administrative services. This includes assisting the section manager and IT Director in applicable tasks and resource tracking related to adminsitrative functions.

The Enterprise Delivery Governance and Engagement (EDGE) unit, which now encompasses the Enterprise Architecture and Project Solutions teams are a members of the OIS Executive/Leadership team. This position will establish and maintain adminstrative standards, policies, procedures and workflow to help ensure project related timeframes and deadlines are met. This position deals with sensitive issues and information that requires confidentiality; the individuals and situations involved must be handled with tact and diplomacy.

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	**Administrative support** This position serves as the primary point of contact for technology governance calendars including scheduling meetings and office time. Maintains confidentiality of discussions, decisions and written documents related to personnel issues and other highly sensitive matters. Responds to requests for public records, filing, record retention and office support coverage. Provide administrative support to Enterprise Delivery Governance and Engagement (EDGE) team, IT Director, EDGE Managers and staff. Provides a variety of administrative matters such as tracking commitments, scheduling coverage, reviewing leave accrual reports, processing timesheets, and maintaining personnel records; organizes and maintains files for correspondence, reports and guidelines.

			Assists in updating and maintaining administrative-related information for EDGE including but not limited to; implementing processes and procedures of the EDGE section and its individual units. Maintain budget documents, position descriptions, position reclassifications, contracted staff and position recruitment. Assist with the definition, documentation, and communication of program and project standards, processes, and expectations. Monitor program and project operations to ensure compliance with established standards and processes. Establish and maintain program and project related administrative support standards, procedures, and workflow. If/when needed compose routine correspondence and memos. Transcribe and/or type, proofread and edit, reports, meeting notes or minute if needed. Delegates tasks to general office support; advises and trains office support staff; oversees the coordination of the following tasks assigned to the office support staff including but not limited to; supply ordering, receiving and billing; coordinate staff move logistics, including phone moves, equipment purchasing and tracking, and ergonomic assessments. Assistance in help with interviews such as packet development, scanning and filing documents.
20%	R	E	**Recruitment Coordination** In coordination with OIS EDGE, assist hiring managers with recruitment processes such as interviews; manage interview schedule, coordinate and manage interview questions; maintain all interview documentation, and upload of necessary documentation to the employee record in Workday. Coordinate with EDGE hiring manager/director regarding new hire paperwork; and the on-boarding process.
30%	R	E	**Meeting Coordination and Support** Coordinate and schedule multiple program and project meetings. May include making reservations for facilities and equipment, monitoring correspondence, and preparing and assembling presentation materials. Coordinate, schedule and maintain general project calendar. With assistance from support staff, document and distribute meeting minutes, action item and agendas for meetings; require an understanding of multiple program and project related activities and work efforts.
10%	R	E	**Communication support** Exercise care in communication and handling of confidential information, coordinate and manage communication as necessary on assignments and actions resulting from telephone calls, emails, and any other form of correspondence. Develop and implement uniform project related templates for use in correspondence, project documentation and project related policies and procedures.

			Draft memorandum and correspondence for project related administrative support. Maintain project related organizational charts, phone lists, and distribution lists. Manage access to project resources including collaborative sites such as SharePoint/Smart Boards and related project resource calendars for projectors, webinars, conference lines, etc.
10%	NC	E	Other duties as assigned
Ongoing	NC	NE	**Cultural Competence** • Promote and foster a diverse workforce and discrimination/harassment-free workplace. • Recognize value of individual and cultural differences; create work environment where individual differences are valued. • Consistently treat customers, partners, co-workers with dignity and respect. • Value diverse viewpoints. **Core Values** • Demonstrate awareness, understanding and alignment with OHA Core Values of Service Excellence, Leadership, Integrity, Health Equity, Partnership and Innovation. **Customer Service** • Consistently treat customers, partners,vendors and co-workers with dignity and respect. • Maintain a work environment that is respectful and accepting of diversity; model expected office professional behaviors.

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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours.

The location of this position is in an office, cubicle and/or an agreed upon remote work environment with significant use of a computer and video conferencing.

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 Revised Statues
Oregon Administrative Rules
ODHS, OHA and OIS policies
Desk Procedure manual
Collective Bargaining Agreements
Department of Administrative Services Rules
Business Operations Processes
SharePoint Collaborative sites

b. How are these guidelines used?

ODHS/OHA policies guide what the information systems standards are and spells out the details of what can and cannot be done.

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?
Agency Directors	Person, phone and written	Policy, standards, regular work assignments, meetings, updates, onboarding, purchase approvals for BES	As needed
Senior IT Director	Person, phone and written	Policy, standards, regular work assignments, meetings, updates, onboarding, purchase approvals for BES	Weekly
IT Directors	Person, phone and written	Policy, standards, regular work assignments, meetings, updates, onboarding, purchase approvals for BES	As needed
EDGE Managers	Person, phone and written	Planning, coordination, meetings, request updates, onboarding, and purchase approvals for their unit.	Daily
EDGE Staff	Person, phone and written	Share information, requests updates, onboarding	As Needed
Customers	Person, phone and written	Meeting coordination or recommend appropriate BES unit to work with dependent upon customer request.	As Needed
Vendors	Person, phone and written	Meeting coordination or recommend appropriate BES unit to work with dependent upon customer request.	As Needed

SECTION 7. POSITION-RELATED DECISION MAKING

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
ITM2 Governance Strategy & Alignment	000000151483 (NBP)	In person, phone, electronically.	As needed, quarterly.	Ensure that EDGE administrative needs are being accomplished in a timely and accurate manner.
ITM3 Enterprise Architecture Practice IT Director	9401344	In person, phone, electronically.	As needed	Ensure that EDGE administrative needs are being accomplished in a timely and accurate manner.
ITAD1 Sr. IT Director	1000375	In person, phone, electronically.	As needed	Ensure that EDGE administrative needs are being accomplished in a timely and accurate manner.

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

Decisions relate to method of handling sensitive issues, requests, complaints; routing of correspondence and mail; work prioritizing. Inappropriate decisions would negatively impact OIS and EDGE customer service levels, ability to meet deadlines, and credibility within the rest of OHA, ODHS and with outside entities, including the Oregon Legislature and the Federal Government.

SECTION 9. OVERSIGHT FUNCTIONS *(Supervisory positions only)*

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?

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

The ideal candidate should possess these requested skills:

- Outstanding customer service skills
- Reliable and dependent
- Strong and accurate written and verbal communication skills
- Excellent proofreading skills
- Strong interpersonal skills
- Flexibility to adapt to a rapidly changing and at times non-routine work environment
- Experience with organizing and coordinating all details of meetings
- Experience developing office procedures
- Experience assisting with coordinating interview materials
- Strong meeting minutes experience
- Strong organizational skills
- Strong Word, Excel, and Outlook calendaring skills
- Conflict resolution skills
- Ability to work independently and as part of a team
- Good work ethic

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