



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
04/23/2025

This position is:

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

Agency: Oregon Health Authority

Division: Agency Operations Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Administrative Specialist 2
- b. Classification No: C0108 c. REPR Code: OAH
- d. Position No: _____
- e. Working Title: Administrative Office Coordinator
- f. Agency No: 44300
- g. Section Title: OIS – EDGE
- h. Employee Name: Vacant
- i. Work Location (City — County): Salem – Marion
- j. Supervisor Name: _____
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative ☐ Computer
☒ 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 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
- Pursuing 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:

As an Administrative Office Coordinator, you will provide administrative, technical, clerical and office management support to EDGE managers in the Office of information Services (OIS).

In this role, you will ensure that clerical and logistical functions of the section operate in an orderly fashion as well as establish and maintain procedures and other controls necessary to carry out assigned program activities.

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
65%	NC	E	IE Project Office Support: Tasks in this Organizational Function relate to calendar, meetings, facilities and travel coordination activates on a day-to-day basis. Duties include, but are not limited to: • Coordinate and support meetings as assigned. • Prepare agendas and take detailed meeting minutes. • Create and manage administrative tracking templates. • Manage multiple calendars, and coordinate use of conference rooms. • Accurately maintain the Project Office (PO) Director's and other manager's calendar and advise the managers of commitments. • Make arrangements for meetings and special conferences for the PO Director, and staff. • Arrange travel itinerary and accommodations for the PO Director, and other managers.
25%	NC	E	Communication: Tasks in this Organizational Function relate to communications with customers, managers, executives and support staff on a day-to-day basis. Duties include, but are not limited to:

			• Open, scan and review, and distribute mail. • Flag items that either need immediate attention or are sensitive in nature. • Accurately maintain files of correspondence, reports, instructions, guidelines, and similar material requiring rapid retrieval and presentation. • Communicate with stakeholders on actions and follow-up until complete. • Provide SharePoint administrative support as needed. • Provide information, assist in problem and complaint resolution and/or route callers and visitors to appropriate official for action on behalf of PO Director as well as all of project team where appropriate.
5%	NC	E	Policy and Procedures: Tasks in this Organizational Function relate to support of OIS and project policies and procedures on a day-to-day basis. Duties include, but are not limited to: • Participate in OIS task forces and committees when requested. • Become knowledgeable and work within agency policies and procedures affecting assigned work. • Collect, analyze, interpret and report data in both a narrative and statistical formats.
5%	NC	E	Additional Duties: Perform other duties as may be assigned, at the discretion of project leadership, to meet the demands of the unit.
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. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required and some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. Occasional evening and weekend work may be required to meet the needs of the project.

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.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

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:

The person in this position should have a working knowledge of the agency rules, policies and programs as outlined in the OIS Employee Handbook; Oregon Revised Statutes (ORS) and Oregon Administrative Rules (OAR) related to OHA; and the policies and procedures specific to these systems.

b. How are these guidelines used?

Manuals are used as to evaluate staff adherence to established laws, policies, processes and procedures. All systems developed and/or maintained must meet state and federal regulations, including system certification and performance requirements, and must be consistent with state 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? 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?
Project Office Director	Phone/Person/Written	Direction/information/issues	Daily
Management Staff	Phone/Person/Written	Direction/information/issues	Daily
Executive Staff	Phone/Person/Written	Direction/information/issues	As needed

Project Manager	Phone/Person/Written	Direction/information/issues	As needed
Unit Staff	Phone/Person/Written	Information/issues	As needed
Contractors & Outside Entities	Phone/Person/Written	Information/issues	As needed

SECTION 7. POSITION-RELATED DECISION MAKING

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

Decisions made by this position relate to the handling of sensitive issues, requests, and complaints, the routing of correspondence and mail, and the prioritization of work.

Inappropriate decisions negatively impact OIS customer service levels, ability to meet deadlines, and credibility within the rest of DHS and OHA and with outside entities, including the Oregon Legislature and Federal Government.

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
ITPPM1 ONE Project Operations Manager	1020336	Person, Phone, Electronically	As needed	Review status, decisions, issues, and direction.
ITPPM3 ONE Project Delivery Manager	1020333	Person, Phone, Electronically	As needed	Review status, decisions, issues, and direction.

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.

- Proficiency in Microsoft Word, Excel, Powerpoint or similar programs.
- Experience using Microsoft Outlook.
- Experience using Microsoft SharePoint.
- Ability to carry out and support administrative tasks for multiple levels of multiple management, line and project staff.
- Ability to increase team efficiency.
- Excellent written and verbal communication and presentation skills.
- Experience in 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