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: Sept 29, 2026

Agency: Oregon Health Authority

Division: Oregon Health 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 1
b. Classification No: C0107 **c.** Effective Date: 07/01/1987
d. Position No: 0000089; 000000019790
e. Working Title: Amendments Specialist
f. Agency No: 44300
g. Section Title: Center for Health Statistics
h. Employee Name: Vacant
i. Work Location (City — County): Portland - Multnomah
j. Supervisor Name: Johanna Collins
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 **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.

Oregon Health Authority

The 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. The agency is comprised of eight divisions: Agency Operations, Equity and Inclusion, External Relations, Fiscal and Operations, Health Policy and Analytics, Health Systems, Oregon State Hospital and Public Health. The Oregon Health Policy Board (OHPB) serves as the policymaking and

oversight body of OHA and is responsible for working towards comprehensive health reform in our state. The nine-member board is comprised of community members from across the state who have an interest in health and health care and have strong relationships with the communities they represent.

OHA Vision: A healthy Oregon.

OHA Mission: Ensuring all people and communities can achieve optimum physical, mental, and social well-being through partnerships, prevention, and access to quality, affordable health care.

To fulfill OHA's vision and mission, the agency is developing a strategic plan with a single overarching goal: eliminate health inequities in Oregon by 2030.

OHA definition for Health Equity:

> *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.*

Core Values: Health Equity, Service Excellence, Integrity, Leadership, Partnership, Innovation, and Transparency.

The Center for Health Statistics

The Center for Health Statistics is the State of Oregon's vital records and statistics program operating under the State Registrar. The Center for Health Statistics functions within the Center for Public Health Practice under Oregon's Public Health Division and is responsible for registering, certifying, amending, and issuing Oregon vital records. This program has been identified as mission critical for the Public Health Division.

"Vital record" means a report of a live birth, death, fetal death, marriage, declaration of domestic partnership, dissolution of marriage or domestic partnership and related data that have been accepted for registration and incorporated into the official records of the Center for Health Statistics. The Center for Health Statistics is an ongoing operation or function that encompasses the agency's mission, objectives, and goals and has a clearly identifiable statutory and budget authority under Oregon Revised Statute 432, which requires that all vital events be permanently recorded and registered by OHA. These are the legal records documenting a vital event and, in the case of birth certificates, are the primary documents used to establish identity.

The Center for Health Statistics is responsible for:

- Maintaining approximately 6.5 million vital records. Birth and death records have been filed with the state since 1903 and fetal death records since 1919. Marriage records have been filed since 1906 and divorce records since 1925. Approximately 130,000 vital events occur in Oregon each year and must be registered with the state.
- Completing legal changes to vital records that must be documented and tracked. Approximately 36,500 changes to vital records occur annually.
- Issuing certified copies of vital records to customers who need these legal documents to complete essential life tasks. Approximately 141,000 certificates are issued annually.

- Compiling and analyzing the data from vital records. This data is used at the state and national level for program planning and policy development. The Center for Health Statistics is the primary source of data used for measuring key health indicators found in many health indicators projects and state and national health assessments to identify and address health inequities.
- Maintaining and modernizing the electronic vital records system known as OVERS (Oregon Vital Events Registration System). This mission critical system provides a secure web-based environment that supports robust, stable, and flexible operations for all vital records and statistics operation in the state.
- Engaging our partners to ensure the state has a strong vital records and statistics system by providing training, publishing monthly newsletters, maintaining our web site, completing reviews, and sharing information on all new laws, policies and procedures related to vital records.

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 perform and coordinate the administrative tasks related to processing amendments to vital records and provide direct customer service related to amending vital records for the Amendments program that is part of the State of Oregon's vital records and statistics system. This position explains laws, rules, and procedures for completing amendment program services to customers via email, phone and letter. This includes adoptions, court order paternity establishment, birth record correction over 1-year, birth record corrections under 1-year, voluntary acknowledgment of paternity, court ordered name changes, court ordered sex changes, death, marriage and divorce records corrections, birth record amendments to reflect gender, unattended home birth registrations, and delayed registrations.

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
75%	**N**	**E**	**Process amendments to vital records** • Process amendments to vital records in compliance with Oregon statute, rules and policies. These amendments include but are not limited to – adoptions, court order paternity establishment, birth record correction over 1-year, birth record corrections under 1-year, voluntary acknowledgment of paternity, court ordered name changes, death, marriage and divorce records corrections, birth record amendments to

			reflect gender, unattended home birth registrations, and delayed registrations. • Receive and review applications and requests for amending and registering vital records. • Determine if application and evidence documents provided meet the requirements established in law and rule. Evidence documents include, but not limited to, identity documents, court orders, school records, medical records, affidavits, government records, business records, bills, or any other documents that include the information required in law to amend the records. • Approves applications and completes amendment to vital record ensuring that all changes to records are legal. • Resolve discrepancies by requesting additional information from applicant in cases where applications and documentation do not meet law and amendment can't be completed. • After receiving additional information or documentation, determines if application to amend records complies with law and rule. Complete amendment If approve. • Prepare and send formal agency denial letter outlining reasons on denying records due to lack of specific evidence as required by law, explaining pertinent laws and providing information on court judgment process. • Organize, track and file all documentation related to specific amendments for archival storage. • Assist in developing procedures, systems and forms necessary to complete amendment work and ensure efficient and timely flow of information, workflow and completion of amendments. • Prepare or update desk procedures documenting step-by-step work processes.

15%	**N**	**E**	**Provide direct customer service** • Explain laws, rules, and procedures for obtaining amendment program services to customers via email, phone and letter. • Provide information to customers about what evidence documentation is needed. Evidence documents include, but not limited to, identity documents, court orders, school records, medical records, affidavits, government records, business records, bills, or any other documents that include the information required in law to amend the records. • Provide suggestions on where customer may find documentation such as government agencies, schools, medical facilities, churches, utilities to name a few. • Answer questions related to amending and registering vital records from customers, staff, county vital records offices, and other partners. Contact customers about incomplete applications. Provide explanation of what is needed to amend the record and which procedures, laws and rules must be followed.
10%	**N**	**E**	**Other duties as assigned.** Perform other administrative tasks related to amending and registering records: ordering or archiving of records, researching problem amendments, or responding to changes in laws and procedures. May be commissioned as a notary public to authenticate signatures on affidavits. With other agency staff, identifies and implements improvements to amendment processes to improve timeliness and customer satisfaction. May provide back-up support for other program staff. At the request of the Unit Manager or the State Registrar, may be asked to provide comments and information about how laws and rules are being applied and make recommendations about proposed changes to office policies and procedures; research the authenticity of documents in difficult or unique cases or where fraud may be

			suspected; perform tasks related to the improvement of the computer system; update of forms and documentation related to policies and procedures; or other administrative functions or processes.
At all times	R	E	Demonstrate recognition of the value of individual and cultural differences; create a work environment where talents, abilities and experiences of others are valued. Consistently treats Tribes, community members, partners, co-workers, vendors, patients and consumers with dignity and respect. Create and maintain an inclusive environment for all staff.
Ongoing	N	E	Commitment to ongoing personal and professional development on the topics of anti-racism, elimination of health inequities, trauma-informed and resiliency practices, social determinants of health and equity, universal accessibility, and development of diverse and inclusive work environments. Participation in equity focused trainings, resource groups, and workgroups.

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 work of the Center is mission critical. Due to the nature of the duties for this position, 100% of the work is conducted in the office at the Portland State Office Building located at 800 NE Oregon Street, Portland five days a week during standard office hours for the first 6 months working in the position. Remote work, no more than three day per work week, **may** be considered after working in the position for 6 months if remote work meets business operations.

Working conditions are a combination of office and remote locations, with full access to needed operating systems and technology in either location. When remote, employee must follow DAS HR Policy 50.050.01 Working Remotely and OHA Operations Policy OHA-010-023 Flexible Work Solutions. Remote work environment will be assessed regularly to determine suitability to the work. There are times when the work must be conducted in office. In office work may be more frequent when vital records office is open to public for services.

Frequent in-person and telephone contact with reporting source, customers and general public. Employee has extended periods of time using a PC, proprietary software, Excel, Word and other software and databases to complete administrative support tasks and respond to internal and external customers. Must also be able to move around the office and use microfiche and paper indexes, microfilm reader/printer machines, fax and copiers, and the library of records to research records and record problems. Frequently uses telephone and Internet email to resolve customer problems. Some light lifting, reaching and stooping to reach for, and lift, small boxes or binders.

Frequent contact with customers by telephone, email and in person. Has contact with demanding or hostile clients.

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 and CHS policies and procedures;
Oregon Revised Statutes (ORSs);
Oregon Administrative Rules (OARs);
Other reference and resource materials such as Training Manual, OVERS software training manuals, etc.; and,

Desk procedures or guidelines.

b. How are these guidelines used?

Uses as resource material describing agency and office policies and procedures. Provides information about law and rules related to vital records--whether someone is eligible to order, and procedures to follow in taking and processing orders. Also provides answers to routine inquiries.

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?
General public	In person; By telephone; By mail/email	Provide/request information; Request/provide records	Frequently
Government Agencies/Vital record offices, Attorneys, Legal Reps	In person; By telephone; By mail/email	Provide/request information; Request/provide records	Frequently

SECTION 7. POSITION-RELATED DECISION MAKING

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

Employee makes decisions regarding the most efficient way to organize/complete work. Employee utilizes knowledge of agency, office and program policies and procedures, and laws and rules, to respond appropriately to questions, to follow the appropriate process in following up on requests for

assistance, identifying problems and proposing solutions. May also make decisions regarding approving or denying access to records, and in making referrals to a supervisor when special issues are discovered. A wrong decision could result in the release of records to unauthorized persons and/or breach of record confidentiality. Employee's skill in making these decisions affects the appropriateness and efficiency of problem solving within the office, the appropriate response to problems within their area of expertise, how smoothly the work of the unit gets done, and how quickly and appropriately the internal vital records partners and customers are served.

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
BOM1	0000098	By interaction, discussion, observation	Daily or as needed	To resolve problems, customer inquiries, review amendment requests
		Review of Statistical reports	Monthly	To review numbers and status of registrations and amendments
		Meeting/personal interaction	Monthly or Quarterly	To check and update on Employee Development Plan, review work, work assignments
		Meeting/written report	Yearly	To review past performance, set goals, update position description, review policies and procedures

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?

- ☐ 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.
Registration in the Health Alert Network (HAN) to receive important public health alerts and emergency notifications.

The skills and competencies needed for this position include:

- The ability to organize and efficiently complete a wide variety of administrative tasks with good judgment and skill;
- Ability to review, learn and explain complex procedures, rules and laws.
- Ability to learn, remember and act as a resource for a large number of different legal amendment processes based on laws and administrative rules;
- Skill/experience in analyzing and screening applications/documents for meeting specific legal requirements;
- Experience in applying complex policies and procedures in a consistent manner;
- Ability to be flexible, to work independently but also to be a team player;
- Skill/experience in gathering data, creating databases, reports, correspondence and forms.
- Skill/experience in using MS Word, Excel, and becoming an expert in proprietary OVERS software used in office;
- Skill/experience in with written and verbal communication with a diverse customer base, government agencies, data providers and county partners;
- Skill/experience in providing customer services in a friendly and professional manner;
- Experience working under pressure in a fast-paced work environment;
- Skill/experience in supporting and 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 06/25/2024