



STATE OF OREGON
Oregon Health Authority (OHA)
POSITION DESCRIPTION

Position Revised Date:
07/01/2014

This position is:

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

Agency: Oregon Health Authority

Division: Public Health Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

- a. Classification Title: Public Service Representative 3
- b. Classification No: C0323 c. Effective Date: 07/01/2014
- d. Position No: _____
- e. Working Title: Customer Service Representative
- f. Agency No: 44300
- g. Section Title: Health Licensing Office
- h. Employee Name: VACANT
- i. Work Location (City — County): Salem – Marion
- j. Supervisor Name: Tina Russell
- k. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
- l. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ 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 Public Health 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 stakeholders and communities to protect and promote the health of all Oregonians
- Seeking, listening to, 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 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 assist the HLO Licensing Manager in overseeing the authorization and renewal process for the Board of Cosmetology. Applications are reviewed for

completeness and accuracy to ensure supporting documentation is provided and qualification requirements are met to obtain licensure per established guidelines. By assisting current and future licensees, this position assists the HLO in providing excellent customer services 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.

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	Qualification and Customer Service: - Determines eligibility of applicants by reviewing applications, forms, examination qualifications or other documents to ensure compliance with established criteria. Verifies that all necessary documentation is provided and is complete. Issues registration, certification, or license, or denies applications based on their review. - Updates all requested changes of information from licensees, including name, address, employment, etc. into the office database. - Prepares correspondence to applicant notifying them of missing or inaccurate documents criteria used as the basis for denial of application. - Prepares, organizes, and maintains filing system for each applicant applying for certification, licensure, or registration. - Creates computerized record by entering application information in the HLO licensing database system. - Verifies and collects fees. Accounts for documents and monies received. Resolves discrepancies between transaction records and funds received. - Explains and facilitates customer examination process, procedures, and instructions according to office established standards. Provides instruction to candidates, monitors examination(s), explains the touchscreen testing system and audio examination features, monitors the progress of candidates during examinations, assists candidates with review of failed examination categories, and provides instructions on examination retake requirements. - Ensures integrity of examination procedures and disqualifies candidates when breach of examination security is observed or reported. - Issues license and registration form(s); issues license and registration numbers for candidates passing the examination. Updates electronic files by appending information and indexing transactions of computer record.

			- Answers incoming telephone lines, greets customers, directs customers to appropriate individual or takes messages as needed. - Responds to inquiries about specific Office, Board, Council, and Program information. - Explains, clarifies and applies laws, rules and procedures of Office/Board/Council/Program to the public regarding licensure, certification and examination requirements.
30%	NC	E	<u>Renewals</u> - Receives applications for license renewal and continuing education documentation required as part of the certificate/license/registration renewal process; enters approved continuing education units and verifies totals in database. - Reviews requirements for meeting continuing education requirements if applicable.
5%	NC	E	<u>Other Duties</u> - Participates in office committee meeting as assigned. - May be assigned special projects or brief non-routine assignments within their Division or other Office Divisions.
At all times	NC	E	<u>Professional Conduct:</u> - 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.

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? 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?
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.	Weekly

SECTION 7. POSITION-RELATED DECISION MAKING

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

Uses established Oregon Administrative Rule (OAR) to assist applicants in determining viable pathways for licensure. Determines whether the application and/or documentation provided by applicant meets requirements as written in rule.

The direct effect of the above decisions determines whether the office will issue or deny an authorization, or a renewal of authorization 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?

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
LPM2	0000102	In person, email, written correspondence and in meetings.	In person	Answer questions and provide direction, set priorities, ensure accuracy and completion of work, performance evaluations.

SECTION 9. OVERSIGHT FUNCTIONS

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?

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

- 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.

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