



# POSITION DESCRIPTION



**Agency:** Oregon Parks and Recreation Department

**Region:** Salem Headquarters

**Management Unit / Division:** Agency Support/Central Business Services

**Position Description Status:**  New  Revised

- Classified Represented
- Classified Unrepresented
- Executive Service
- Mgmt Svc - Supervisory
- Mgmt Svc - Managerial
- Mgmt Svc - Confidential

## SECTION 1. POSITION INFORMATION

<b>Employee Name</b>	_____	<b>Position Number</b>	6220104
<b>Supervisor Name</b>	Katie Gauthier	<b>Budget Authorization Number</b>	000969560
<b>Position Establishment Date</b>	07/01/07	<b>Agency Number</b>	63400
<b>Classification Title</b>	Business Operations, Supervisor 2	<b>Representation Code</b>	MMS
<b>Classification Number</b>	X7086	<b>Position Description Revised Date</b>	5/15/2026
<b>Working Title</b>	Customer Service and Support Supervisor		
<b>Work Location (Park)</b>	Salem, Marion Co	<b>Employee Review Date</b>	

  

<b>POSITION</b>	<input checked="" type="checkbox"/> Permanent	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Limited Duration	<input type="checkbox"/> Academic Year
	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Part-time	<input type="checkbox"/> Intermittent	<input type="checkbox"/> Job Share

  

<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt	<b>IF EXEMPT</b>	<input type="checkbox"/> Executive	<b>ELIGIBLE FOR OVERTIME</b>	<input type="checkbox"/> Yes
	<input type="checkbox"/> Non-Exempt		<input type="checkbox"/> Professional		<input checked="" type="checkbox"/> No
			<input checked="" type="checkbox"/> Administrative		

## SECTION 2. PROGRAM AND POSITION INFORMATION

**a. Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

Oregon Parks and Recreation Department (OPRD) fulfills its mission to “Provide and protect outstanding natural, scenic, cultural, historic and recreational sites for the enjoyment and education of present and future generations” by operating a system of State Parks Recreation, Historic and Natural Areas; by managing special programs including Scenic Rivers, Recreation Trails, Historic Preservation, and Ocean Shores; and by providing assistance to local governments for recreation and heritage conservation. OPRD serves more than 45 million visitors per year through a State Parks Recreation system of more than 250 park areas statewide. OPRD does this through its vision of “Taking the long view to protect Oregon’s special places and provide the greatest experience while creating stable future funding”. OPRD upholds its mission and vision through the following operating principles: *Accountability, Commitment, Empathy, Empowerment, Fun, Integrity, Respect and Well Being*. The agency’s current approved budget information can be found at [www.oregon.gov/oprd](http://www.oregon.gov/oprd) under *Budget & Facts*.

OPRD has 862 authorized positions. Staff are located throughout the state in Parks, a field office and in the Salem Central office building. The agency’s biennial budget is ~\$324 million. The agency’s primary revenue sources are lottery, RV fees and park user fees. ATV fees and Federal funds both represent smaller but important funding streams for the agency.

**Customer Service and Support:** This position supervises the Agency Support Team and Information Call Center. It is part of the External Relations Team within the Central Business Services Division. External Relations includes Agency Support, Information Center, Communications, Government Relations and Policy programs. The division

provides Procurement, Budget, Accounting, Payroll, Marketing, Communications, Reservation System, Government Relations and Policy, Administrative Support, HR and IT services to the rest of the agency.

**b. Briefly describe (usually one or two sentences are sufficient) the primary purpose of this position and how it functions within this program. Complete this statement: The primary purpose of this position is to...**

Provide strategic direction and supervision for the statewide Agency Support Services and the Information Call Center units. Responsible for overseeing the delivery, efficiency, and relevance of agency-wide support and call center services, including managing team performance, training, budgets, and service quality to ensure alignment with agency goals. Delivers critical operational and administrative support to central office managers and employees. Oversee the Information Call Center unit ensuring inclusive, customer-focused, and efficient operations. Coordinate backup support for various agency sections and divisions, including direct assistance to the Director, Executive Team and Commission. Lead staff management, day-to-day operations, and continuous improvement initiatives, while managing the call center platform contract, policies, and system enhancements.

### SECTION 3. POSITION DUTIES

List position's major duties, stating percentage of time of each duty.

**N** New  
**R** Revised  
**NC** No Change  
**E** Essential Functions  
**NE** Non-Essential Functions

% OF TIME	DUTIES N / R / NC	E / NE	DESCRIPTION
30%	R	E	<p><b>Staff Supervision &amp; Development</b></p> <ul style="list-style-type: none"> <li>Supervise, delegate, and train Agency Support, Administrative, and Call Center staff.</li> <li>Lead hiring, onboarding, performance management, coaching, and staff development.</li> <li>Promote safety, inclusion, diversity, and equity in the workplace.</li> <li>Maintain effective work schedules and adjust resources based on agency needs.</li> <li>Conduct regular check-ins, develop performance standards, and respond to grievances.</li> </ul>
25%	R	E	<p><b>Information Center Program Management</b></p> <ul style="list-style-type: none"> <li>Oversee call center systems (online and phone).</li> <li>Ensure accuracy, accessibility, and reliability of all reservations and information for campsites, events, and services.</li> <li>Develop and maintain reservation-related policies aligned with regulations and customer needs.</li> <li>Monitor call center performance and ensure ADA and equity compliance.</li> <li>Analyze user feedback and metrics to improve user experience and system effectiveness.</li> </ul>
10%	R	E	<p><b>Contract &amp; Vendor Oversight</b></p> <ul style="list-style-type: none"> <li>Manage the call center platform contract and serve as the primary liaison to vendors.</li> <li>Ensure system maintenance, updates, and troubleshooting in coordination with IT.</li> <li>Ensure vendor compliance with service standards and contract terms.</li> <li>Authorize contract-related expenditures and approve payments.</li> </ul>
15%	R	E	<p><b>Agency-Wide Administrative Operations</b></p> <ul style="list-style-type: none"> <li>Direct delivery of administrative support services across the agency.</li> <li>Set workflows, service levels, and operational protocols that align with business needs.</li> <li>Oversee central office reception desk, mail services, shipping, and supply ordering.</li> <li>Maintain facility support responsibilities (e.g., TriRiga) and coordinate with DAS as needed.</li> </ul>

			<ul style="list-style-type: none"> <li>• Serve as liaison for statewide support and communications across divisions.</li> </ul>
10%	R	E	<p><b>Budget, Planning &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Participate in budget planning and monitor support team expenditures.</li> <li>• Forecast, track, and analyze budgets to identify cost-saving opportunities.</li> <li>• Prepare reports for agency leadership on performance metrics and system improvements.</li> </ul>
10%	R	E	<p><b>Executive &amp; Leadership Support</b></p> <ul style="list-style-type: none"> <li>• Backup Support the Executive Team, Director, Commission, and serve on the OPRD Leadership Team.</li> <li>• Manage scheduling, communications, and materials for high-level meetings.</li> <li>• Act as liaison for internal and external inquiries in the absence of the Executive Assistant.</li> <li>• Complete special projects and assignments from executive leadership with minimal instruction.</li> </ul>

## SECTION 4. WORKING CONDITIONS

***Based on position requirements, include the appropriate working conditions section form the selections below and add any working conditions unique to the position.***

### **WORKING CONDITIONS – OFFICE POSITIONS**

Work is primarily performed in a hybrid setting. Sits or stands for long periods of time. Needs adequate vision and hearing, manual dexterity, communication and motor skills to perform the duties of the position. Operates office equipment and computers requiring repetitive use of arms, wrists, and hands. May occasionally lift and move up to 35 pounds and infrequently up to 50 pounds or more with assistance. May be required to attend meetings or perform duties outside of normal office hours. Moves throughout facilities and grounds and may drive a motor vehicle. May travel to other parks, headquarters, or other agencies for training and meetings. Overnight travel may be required. Possibility of exposure to a variety of environmental and chemical allergens and odors standard to area of assignment. Possibility of exposure to hostile and offensive language and actions from the public. Uses appropriate safety and personal protective equipment and follows established safety policies, practices and procedures. Performs duties of position with or without reasonable accommodation.

## SECTION 5. GUIDELINES

**a. *List established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.***

Oregon Revised Statutes, Oregon Administrative Rules, Oregon Public Employees Union contract, OPRD Policy and Procedure Manual, State and Federal Personnel Laws, Affirmative Action Plan, EEO rules and guidelines, OPRD Hiring Guide, Department of Administrative guidelines, Records/Destruction Schedule, Standard Filing System Manual, Vehicle Rules for State Drivers, OPRD Reception Desk Manual, State Purchasing and Contracting Rules.

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

Ensure compliance with all applicable state and federal laws, administrative rules, agency policies, and procedures governing state government operations, including those specific to Parks and Commission activities. Oversee adherence to public records laws, open meeting requirements, and Roberts Rules of Order during Commission proceedings. Provide guidance on legal and ethical standards, appropriate use of state resources, and proper management practices to promote transparency, accountability, and integrity in all agency operations.

## SECTION 6. WORK CONTACTS

**Excluding co-workers**, list the people an employee in this position regularly contacts.

WHO CONTACTED	HOW	PURPOSE	HOW OFTEN
Commissioners	Email, virtually, phone, mail, person	Respond to requests and concerns, explain OPRD policies and procedures and decisions provide information, schedule and facilitate meetings, make travel arrangements.	Regularly
Public	Email, virtually, phone, mail, in person	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	Daily
Other State Agency Personnel	Email, virtually, phone, mail, in person	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	Daily
State, Federal, and Local Officials	Email, virtually, phone, mail, in person	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	Daily
Legislators and staff	Email, virtually, phone, mail, in person	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	Daily
Media	Email, phone, mail	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	As needed
Vendors	Email, virtually, phone, mail, in person	Respond to requests/concerns, explain OPRD policies and procedures and decisions, provide information.	Daily
OPRD Staff	E-mail, virtually, phone, in person	Provide information and guidance	Daily
Contractors	Email, virtually, phone, in person	Direct Work	Weekly, as needed
Partners	In person, virtual, email, phone	Coordinate communications projects, improve services	As needed
Agency support and call center staff	In person, virtual, email, phone	Provide direction, manage, assign work, evaluate performance, mentor, train, and discipline.	Daily, or as needed.

## SECTION 7. POSITION-RELATED DECISION MAKING

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

This position operates with a high degree of independence under the general supervision of the External Relations Manager and exercises significant decision-making authority in the management of agency-wide support services, and development and implementation of statewide administrative policies and procedures. The role includes authority to hire, train, develop, and terminate staff, and to assign and manage workflow to ensure timely and appropriate service delivery across the agency.

Decisions made by this position directly impact internal operations, public service quality, and the agency's reputation. Sound judgment is required in managing information requests, coordinating strategic communications, and providing timely responses to internal and external stakeholders. The position's advice and planning influence budget allocations, project timelines, and public perception of the agency, including how OPRD is viewed by elected officials and the public. As such, decisions must be guided by a strong understanding of agency priorities, legal requirements, and ethical standards to support operational excellence and uphold the agency's public image.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

CLASSIFICATION TITLE	POSITION NUMBER	HOW	HOW OFTEN	PURPOSE OF REVIEW
Government Relations Manager 3	4701017	In person, virtual, email and in writing.	Ongoing as needed (informally) and quarterly reviews (formally).	Identify areas for improvement, reinforce successes more fully achieve agency goals & objectives

**SECTION 9. OVERSIGHT FUNCTIONS**

**a. How many employees are directly supervised by this position?** 11

**How many employees are supervised through a subordinate supervisor?** 0

**b. Which of the following activities does this position do?**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plans work              | <input checked="" type="checkbox"/> Coordinates schedules                      |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                       |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                          |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations    |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares and signs performance evaluations |

**SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION**

**ADDITIONAL REQUIREMENTS:** *Based on position requirements, include the appropriate special requirements below (delete any NOT required) and add any knowledge, skills, certificates, and licenses needed at the time of hire that are not contained in the current classification specifications.*

**SPECIAL REQUIREMENTS – OFFICE POSITIONS**

Must meet the following special requirements:

- have a criminal history background check that meets OPRD criteria
- have a driving record that meets OPRD standards and possess a valid driver's license at time of hire and throughout employment (if applicable)
- comply with and adhere to applicable federal, state, local, and agency rules, laws, standards, procedures, and policies

**The person in this position must have:**

- General knowledge of the principles and practices of budgeting as it relates to program management.
- General knowledge of the principles and practices of employee relations.
- General knowledge of the principles and practices of management, including planning, organizing, directing, motivating, controlling and decision making.
- Basic knowledge of the principles and practices of organizational behavior.
- Skill in communicating effectively in writing and in oral expression.
- Skill in writing and analyzing general, statistical and technical reports.
- Skill in analyzing program data, drawing conclusions, making appropriate recommendations and/or taking appropriate action.
- Skill in supervising, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic

