

Oregon State Board of Towing

Position Description

Job Title: Board Administrator

Location: Salem, Oregon

Reports to: Oregon State Board of Towing Board Members

Classification: TBD

Salary Range: TBD

ORS 822.265, ORS 240.025, ORS 182.468

Position Summary

The Board Administrator serves as the chief administrative officer for the Oregon State Board of Towing, responsible for strategic direction, regulatory compliance, operations, and public engagement. This position plays a vital role in ensuring the Board's mission is fulfilled in alignment with Oregon Revised Statutes (ORS), Oregon Administrative Rules (OAR), and the Board's policies and strategic goals. The Administrator manages board operations, administrative rule processes, compliance and investigations, stakeholder engagement, and strategic planning.

Key Responsibilities

1. Board Administration and Strategic Leadership

- Identify and formulate long-term strategic objectives and policies in line with ORS, OAR, and the Board's mission and vision.
- Coordinate strategic planning and provide oversight for organizational systems, policies, programs, and operations.
- Review and recommend changes based on legislative updates or agency needs.
- Represent the Board to the legislature, state agencies, industry groups, and the public, both in person and in writing.
- Recruit and train Board members and committee members, including developing training resources and onboarding materials.

2. Policy Development and Strategic Planning

- Conduct policy analysis and apply laws and regulations to internal processes.
- Facilitate development of short-, mid-, and long-term goals with Board members and stakeholders.
- Develop, implement, and monitor the Board's strategic plan; coordinate related meetings and planning sessions.
- Collaborate with state agencies and partners to implement strategic initiatives and resolve issues.

3. Collaborative Partnerships and Stakeholder Liaison

- Serve as the primary liaison between the Board, state agencies, industry stakeholders, legislative offices, and community organizations.

- Foster collaborative partnerships to align regulatory approaches, resolve conflicts, and strengthen stakeholder engagement.
- Facilitate effective communication and understanding between the Board and external partners regarding policies, compliance expectations, and initiatives.
- Represent the Board at meetings, conferences, and inter-agency workgroups to promote shared goals and regulatory consistency.

4. Administrative Rules Coordination

- Serve as the Board's Administrative Rules Coordinator.
- Draft and manage the administrative rules process in accordance with statute or policy direction.
- Organize and facilitate public hearings; act as Hearing Officer.
- Ensure open, transparent communication with stakeholders throughout the rules process.
- Provide interim policy direction before rule development is finalized.

5. Public Records and Public Meeting Compliance

- Act as the Public Records Officer; review and respond to public records requests per Oregon law.
- Ensure compliance with Oregon Public Meetings Law; schedule meetings, prepare agendas, public notices, and minutes.
- Provide logistical and technical support for in-person and virtual meetings.

6. Business Operations and Program Management

- Evaluate and improve operational efficiency and implement systems to support Board goals.
- Design and maintain processes, templates, and record systems; manage Board documentation and manuals.
- Manage and maintain the Board's website and social media platforms.
- Respond to public and stakeholder inquiries via phone, email, and written correspondence.

7. Complaint and Compliance Program Management

Complaints

- Receive and evaluate complaints from the public, agencies, and legislators.
- Develop complaint processing systems and ensure timely and appropriate resolution.
- Prepare case files and presentations for Board review and decision-making.

Technical Consultation

- Interpret and apply relevant laws and policies for stakeholders and regulated entities.
- Provide compliance support and education to licensees and partners.
- Identify and address training needs to support compliance efforts.

Compliance Review & Dispute Resolution

- Evaluate compliance with statutes and rules; recommend enforcement actions.

- Facilitate dispute resolution, negotiate agreements, and draft disciplinary documents.
- Monitor disciplinary actions and ensure follow-up for compliance.

8. Investigation Management

- Oversee and coordinate the Board's investigative activities.
- Conduct investigations, interviews, and on-site inspections as necessary.
- Prepare detailed investigative reports and manage investigator contracts.
- Ensure quality, thoroughness, and compliance in all investigative work.

9. Contested Case Hearings

- Refer cases to legal counsel for administrative hearings.
- Collaborate with the Department of Justice or Attorney General's Office to prepare for contested cases.
- Attend hearings and prepare supporting documentation and exhibits as needed.

Supervision

The Oregon State Board of Towing is a regulatory board established under ORS 822.250. The nine members of the Board are appointed by the Governor. The Board's operations are separate and distinct from ODOT and DMV. ODOT/DMV do not have visibility to, and does not manage, the Board's operations, and does not fund the Board's operation costs. ODOT/DMV provides logistical, human resource, accounting services, and IT services, but does not provide staffing or administrative support.

The Board's account is established in the State Treasury, separate and distinct from the General Fund and from ODOT/DMV funds.

The Board Administrator operates under the direction and supervision of the Oregon State Board of Towing as a collective body. The Administrator is accountable to the full Board and takes guidance, assignments, and performance evaluations from the Board.

Minimum Qualifications

The successful candidate must demonstrate at least two years of experience in each of the following areas:

1. Oregon Licensing Programs
 - Developing licensing criteria and processes.
 - Reviewing applications and making independent licensure determinations.
2. Regulatory Board Compliance Program (Oregon-specific)
 - Oversight of investigators, case reviews, and compliance management.
 - Conducting investigations and compiling case materials for Board review and legal proceedings.
3. Rule Writing Experience

- Drafting, revising, and managing administrative rules.
- 4. Strategic Planning
 - Facilitating annual, biennial, and five-year goal setting and planning sessions.
- 5. Board Administration
 - Acting in an executive capacity for a regulatory or licensing board.
- 6. Public Meetings Coordination
 - Providing technical and logistical support for public meetings in compliance with state law, including remote facilitation and public notice management.

Preferred Qualifications

- Experience in regulatory oversight, government affairs, or administrative law.
- Strong project management, facilitation, and public speaking skills.

Work Environment

- Hybrid or remote work options.
- Periodic travel for Board meetings, investigations, and stakeholder engagement.

Statutes

ORS 822.260 Administrative officer for board

(1) The State Board of Towing shall appoint an administrative officer to serve at the pleasure of the Governor. The determination of qualifications of the administrative officer and appointment of the administrative officer shall be made by the board after consulting with the Governor.

(2) The administrative officer may not be a member of the board.

(3) The designation of the administrative officer must be by written order, filed with the Secretary of State.

(4) The administrative officer is in the unclassified service under ORS chapter 240, and the board shall fix the salary of the administrative officer in accordance with the applicable provisions of ORS chapter 240.

(5) Subject to any applicable provisions of ORS chapter 240, the administrative officer shall appoint all subordinate officers and employees of the board, prescribe their duties and fix their compensation. [2021 c.578 §4]

ORS 240.205 Unclassified service. The unclassified service shall comprise:

(1) One executive officer and one secretary for each board or commission, the members of which are elected officers or are appointed by the Governor.

ORS 182.468 Administrators

(1) Notwithstanding ORS 670.306 (Administrative officers for boards), a board may select and appoint an administrator. The board shall fix the qualifications and compensation for the position.

(2) An administrator of a board shall not be a voting member of that board.

(3) Notwithstanding ORS 670.306 (Administrative officers for boards), an administrator of a board may employ persons as the board determines to be necessary for carrying out the business and responsibilities of the board. [1999 c.1084 §9(1),(2),(3)]

ORS 670.306 Administrative officers for boards

(1) Subsections (2) and (3) of this section shall apply only to the following professional licensing boards:

(a) State Board of Architect Examiners.

(b) Construction Contractors Board.

(c) State Board of Examiners for Engineering and Land Surveying.

(d) State Landscape Architect Board.

(e) State Landscape Contractors Board.

(f) State Board of Tax Practitioners.

- (2) A board shall fix the qualifications of and appoint an administrative officer. The determination of qualifications and appointment of an administrative officer shall be made after consultation with the Governor.
- (3) An administrative officer of a board shall not be a member of that board.
- (4) Subject to the applicable rules of the State Personnel Relations Law, the board shall fix the compensation of its administrator, who shall be in the unclassified service.
- (5) Subject to applicable rules of the State Personnel Relations Law, the administrative officer shall appoint all subordinate employees, prescribe their duties and fix their compensation. [1973 c.659 §2 (enacted in lieu of 670.305); 1975 c.429 §7; 1975 c.464 §1; 1981 c.821 §2; 1987 c.414 §96; 1993 c.744 §242; 1995 c.79 §338; 1997 c.3 §3; 1997 c.21 §2; 1999 c.59 §199; 1999 c.322 §41; 2007 c.768 §67; 2015 c.451 §23]

DRAFT FOR REVIEW AND DISCUSSION