



State of Oregon Position Description

Company: Department of Early Learning and Care
Organization: Early Learning and Care
Service Type:

SECTION 1. POSITION INFORMATION

Job Profile Title:	Business Operations Administrator 2	Job Profile ID:	7081
Business Title:	Deputy Director Of Operations (Unfilled)	Position ID:	000000157323
Employee Name:		Company ID:	58800
Representation:	MESN	Budget Auth No:	1413204
Location:	Salem DELC Summer Street		
Supervisor:	Alyssa Chatterjee (Agency Head 3)		
Position:			
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Executive Employee Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

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

The Department of Early Learning and Care (DELC) is a new Oregon state agency that supports the development and well-being of all Oregon children and ensures families in every corner of the state have access to high-quality early learning and care. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELC was established, bringing together the Oregon Early Learning Division (from the Department of Education) and the Employment Related Day Care (ERDC) program (from the Department of Human Services).

The mission of the Oregon Department of Early Learning and Care (DELC) is to foster coordinated, culturally appropriate and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive

The Deputy Director of Operations oversees operations and provides the leadership and management necessary to ensure that DELC The Deputy Director of Operations provides the strategic leadership to ensure the agency's operational infrastructure, resource allocation practices, and accountability systems establish a strong foundation for achieving DELC's policy and program goals. This position serves as a key executive advisor, responsible for integrating operational strategy with statewide priorities to achieve the Governor's vision for early childhood. The Deputy Director of Operations ensures that DELC's operational systems and workforce capabilities are designed to support long-term performance, transparency, and responsible stewardship of public funds.

The position oversees the Operations Division, supervising the leaders responsible for research, data, grants, contracts, IT, organizational development, project management, and fiscal, services. The Deputy Director of Operations ensures operational decisions enable DELC to deliver high-quality, reliable services; allocate resources effectively; and maintain accountability for outcomes. The role requires a leaders with deep experience in operational strategy, budget management, organizational performance, and guiding teams through complex change.

SECTION 3. JOB DESCRIPTION

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.

25% R/E Strategic Advisor

- Provides strategic leadership in setting and executing operational direction to ensure operations serve as the foundation for accountability, resource allocation, and achievement of policy and program outcomes.
- Advises the Early Learning System Director, Director's Office Team, and Executive Leadership Team on operational strategy, fiscal priorities, and operational risks.
- Ensures operational alignment with the Governor's and agency's priorities.
- As directed, serves as delegate for the DELC Director to agency chiefs, state agency leaders, contracted partners, legislators, and the Governor's staff. Represents DELC in external meetings, including at the State and National level with the US Department of Health and Human Services and other national policy and research organizations.
- As directed, gives presentations on behalf of the DELC Director.

40% R/E Lead Operations Division

- Provides executive leadership over the Operations Division to ensure systems and processes are structured to support strategic priorities, performance accountability, and effective resource allocation.
- Supervises the work of the Operations Division's directors and ensures cohesive coordination across research, data, systems, grants, contracting, IT, and fiscal operations.
- Ensures operational decisions, agency policies and structures enable DELC to meet its strategic and statutory responsibilities.
- Advises on needed changes to agency operations, budget structures, and legislative proposals to support agency goals.
- Oversees the Chief Financial Officer to ensure budget planning and operational financial controls maintain fiscal integrity.
- Ensures operations teams produce accurate, timely data and information to support decision-making, community engagement, and transparent communication.
- Coordinates execution of operational work to ensure alignment with the DELC strategic plan and priorities.
- Provides approval authority for expenditures in the absence of the Early Learning System Director.

20% R/E Organizational Effectiveness and Accountability

- Establishes and oversees systems for measuring operational performance, internal process effectiveness, and the implementation of DELC's foundational strategy goals.
- Provides leadership and strategic guidance to inform the development of accountability mechanisms that monitor progress on agency commitments, including the Oregon Early Learning Management System (Oregon ELMS), fiscal integrity targets, and operational performance measures.
- Guides operations management teams in identifying risks, analyzing performance data, and implementing corrective actions.
- Lead the development, implementation, and continuous improvement of Standard Operating Procedures (SOPs) to ensure consistent, standardized practices across the Operations Division and the broader agency. Establish expectations for documentation, process ownership, and compliance to strengthen accountability and reduce operational variability.

15% R/E Personnel Development & Talent Management

- Cultivates a high-performance, accountable, and equity-centered work environment across the Operations Division.

- Plans and facilitates quarterly target reviews for Operations staff to ensure DELC maintains progress towards key metrics and strategic goals, agencywide policy development and implementation, and identifying follow-up actions needed to drive results.
- Ensures that all operations staff have clear performance goals set following HR protocol connected to the DELC's strategic plan and equity commitments.
- Collaborates with the Equity Director, HR, and all DELC managers to ensure all job descriptions for all DELC program employees include responsibilities related to racial equity and community engagement.
- Leads recruitment, selection, and hiring processes to build strong, diverse, high-performing teams within the Operations Division.
- Oversees effective onboarding practices to ensure new employees understand their roles, performance expectations, and DELC's mission, values, and equity commitments.
- Provides regular coaching, mentoring, and performance feedback to support staff development and strengthen leadership capacity across the division.
- Supports staff in accessing training, professional development, and growth opportunities aligned with agency needs and individual development plans.
- Promotes a supportive, inclusive workplace culture that encourages collaboration, continuous learning, and psychological safety.

AT ALL TIMES - Commitment to Equity

Equity Lens: Designs and/or asks sets of questions to identify and eliminate disparate results-outputs, outcomes, impacts- of policies, programs, and practices for underserved/under-represented community members*

Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.

Equitable Results: Produces results, i.e., outputs, outcomes, or impacts from programs and decisions toward closing disparities for under-represented community members* and improving results for everyone.

* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.

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.

Normal office work environment with frequent in-state travel and occasional out-of-state travel. Work must often be accomplished within demanding time-sensitive constraints. Work is FLSA-exempt and frequently exceeds a 40-hour work week.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes
Federal regulations and acts regarding early learning
Oregon Administrative Rules adopted by the Early Learning Council
DAS Administrative Rules and Policies (HR, procurement, budgeting, accounting)
Attorney General's Model Rules of Procedure
Early Learning Council policies and goals
Department of Early Learning and Care policies, procedures and goals
Federal Child Care and Development Block Grant

How are these guidelines used?

To properly manage the Operations Division and provide both general and specific guidance for administration of the duties of the position; to provide the basis for development of programs and policies; to respond to technical and legal questions; and to guide the work of DELC staff.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Administrators	In Person, by mail, email or telephone	Decision making/discussion	Weekly
Agency Heads	In Person, by mail, email or telephone	Consult/ problem-solve	As Needed
Early Learning Council	In Person, by mail, email or telephone	Decision making/discussion	As Needed
Early Learning System Director	In Person, by mail, email or telephone	Decision making/discussion	Daily
Federal Government	In Person, by mail, email or telephone	Decision making/consult	As Needed
Governor, Governor's Office	In Person, by mail, email or telephone	Decision making/discussion	As Needed
Legislators	In Person, by mail, email or telephone	Consult/coordinate/problem-solve	As Needed
Local Government Entities	In Person, by mail, email or telephone	Consult/problem-solve	As Needed
Partners, media and citizens	In Person, by mail, email or telephone	Consult/problem-solve	As Needed
Private Sector	In Person, by mail, email or telephone	Problem-solve/inform/receive input	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Supervisory, operational, and administrative decisions related to DELC's organizational structure, staffing, program operations, policies, priorities, and strategic goals.

Planning, resource allocation, and coordination decisions involving budget development, fiscal integrity measures, operational performance expectations, and alignment with statewide priorities and DELC's strategic plan.

Strategic and analytical decisions regarding how the agency approaches, supports, communicates, and defends operational, fiscal, and programmatic issues, including high impact or politically sensitive matters.

Decisions regarding development and enforcement of standardized operating practices, including approval of agency-wide Standard Operating Procedures (SOPs), expectations for process documentation, and mechanisms to ensure consistent implementation across the Operations Division and DELC as a whole.

Executive level decisions on project sponsorship, risk mitigation, organizational change, and cross agency collaboration that shape DELC's long term operational capacity and accountability systems.

These decisions have significant and far reaching impacts on DELC's mission, strategic priorities, and the goals of the Governor. Decisions are made within a complex environment that includes state and local agencies, early learning providers, contractors, community partners, the Oregon Legislature, tribal governments, and other organizations engaged in early childhood systems. Because many issues are politically sensitive or highly visible, the role requires careful judgment, tact, and diplomacy.

The direct effects of these decisions include:

- Shaping statewide early learning outcomes for children up to age 18, with an emphasis on children from and their families from birth-age five;

- Ensuring fiscal responsibility, audit readiness, and compliance with state and federal requirements;
- Influencing the agency’s credibility, transparency, and public trust.

This position serves on the agency's executive team, where its decisions influence all aspects of DELC operations, early learning providers, community partners, and the families served across Oregon.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Early Learning System Director	1211350	In Person, by mail, email or telephone	Regularly	To evaluate the effectiveness and influence of the incumbent.

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

Plan Work
Assign Work
Approves Work
Responds to grievances
Disciplines and rewards
Coordinates schedules
Hires and discharges
Recommends hiring
Gives input for performance evaluations
Prepares & signs performance evaluations

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires deep understanding of, and commitment to, the policy, practice, strategic vision, and strategies employed in the Governor’s early childhood agenda, Early Learning Council strategic plan, and DELC’s strategic plan, including the agency's equity action plan. The position requires deep connections and trust among high-level early childhood leaders, both inside and outside of state government, and the ability to make high-level decisions consistent with the direction and vision set by the Governor and Early Learning System Director. The position requires an astute political acumen and experience in managing diverse activities and individuals. It also requires a strong operational background in creating, managing, and leading an organization; including design, development, operation, and improvement of the systems that create, align, and deliver outcomes for children and families.

All positions within DELC require employees to serve as a “mandatory reporter” of child abuse.

A valid driver’s license and a satisfactory driving record, or the ability to provide a satisfactory alternate mode of transportation is required.

The following Affirmative Action / Diversity Responsibilities are inherent to this position: Responsible to understand the agencies affirmative action goals and objectives and to develop and implement plans to meet them; Responsible to actively engage their assigned work unit(s) in working toward achieving the agency's affirmative action objectives and goals; Responsible to recommend to their assigned work unit(s) structure of work to ensure the affirmative action objectives and goals are achieved; Responsible to recommend to their assigned work unit(s) activities that will promote and foster a diverse workforce and discrimination/harassment-free workplace; Recognizes value of individual and cultural differences; creates work environments where individuals' differences are valued; Consistently, treats customers, partners, co-workers with dignity and respect; Solicits and values diverse view points;

Actively solicits and engages diverse groups in program planning and implementation.

This position also requires:

- Knowledge of statewide budget and human resources process, policy, and practices.
- Knowledge of government structure with respect to related agencies and programs; and the ability to build collaboration, cohesiveness, and maintain credibility with all levels of elected offices, special interest groups, public, co-workers, and subordinate staff.
- Excellent verbal and written communication and conflict resolution skills.

The incumbent must demonstrate the ability to analyze complex programs and issues, facilitate strategic discussions and decision-making regarding program priorities, and communicate complex information clearly and effectively to diverse audiences.

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification.

This position meets the executive service criteria in ORS 240.205 (1) to (3). This position is authorized to exercise authority upon absence of the Department Director. This appointment may be terminated at any time (DAS CHRO Policy 40.035.01)

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
Operations Division	\$3,000,000	General fund/Federal Fund/Other Funds

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee	Date
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Manager	Date
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Appointing Authority	Date
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