



Position Description

This position is:

New

Revised

Revised Date:

Classified

Unclassified

Executive service

Mgmt Svc - Supervisory

Mgmt Svc - Managerial

Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Business & Employment Specialist 2

b. Classification No: C6699

c. Establish Date:

d. Effective Date:

e. Position No:

f. Working Title: Business & Employment Specialist 2

g. Agency No: 47100

h. Section Name:

i. Budget Authorization No:

j. Section Number:

k. Work Location (City-County):

l. Representation Code:

m. Employee Name: TBD

n Supervisor Name (optional):

o. Position: Permanent Full Time

Seasonal Part Time

Limited Duration End date: June 2023

Intermittent Job Share

p. FLSA: Exempt Non-Exempt

If Exempt: Executive Professional Administrative

q. 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.**

b. The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) benefits program; recruiting and referring best qualified applicants to job openings and assisting job seekers in their employment searches (Business and Employment Services); developing and distributing workforce and economic information (Workforce and Economic Research); and adjudicating citizen and business disputes with agencies (Office of Administrative Hearings).

The department employs approximately 1,300 employees in field offices located throughout the State with the Central Office located in Salem.

B&ES assists businesses through customizable recruitment services and assists job seekers to find acceptable work. It helps businesses secure federal tax credits and offset training costs when new employees are hired from specific populations and collaborates with many partner agencies and organizations to assess the job-readiness of candidates and provide links to training programs if needed. The program serves businesses and job seekers at no charge. B&ES administers the Trade Act program to pay for training of workers who have lost their job due to foreign trade agreements.

B&ES staff engage, inform, and assist the emerging, current and transitioning workforce, with an emphasis on serving “target populations” such as Veterans, People with Disabilities, Migrant Seasonal Farm Workers, participants that received training, and clients receiving public assistance. The program works to grow robust economies by supporting innovative local workforce delivery systems focused on economic development objectives.

B&ES partners include regional and local training providers (Workforce Innovation and Opportunity Act “WIOA”), the Oregon Workforce Investment Board, local Workforce Investment Boards, the Department of Community Colleges and Workforce Development, the Department of Human Services, local economic development organizations, the seventeen Oregon community colleges, Experience Works and others. One-Stop Center partners support a comprehensive system that seamlessly provides services that are accessible to all jobseekers, workers and businesses.

The Oregon Employment Department strives to create an inclusive environment that welcomes and values diversity of the people it serves. The Department fosters fairness, equity and inclusion to create a workplace environment where everyone is treated with respect and dignity.

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:**

Provide high-quality services to individuals and employers seeking assistance from any WorkSource Oregon (WSO) center. Services provided may include those described in Section 3 for Exploratory, Career, Training and/or Business Services.

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.

| 45% of time | N/R/NC | E/NE | EXPLORATORY SERVICE DUTIES |
|-------------|--------|------|---|
| | NC | E | Greet and query/probe customers about their reason for coming into the center. After greeting customer and listening to response, inform customer of available services, propose options, and guide customer toward next steps. |
| | NC | E | Provide a customized one-on-one conversation to customers needing to register with the labor exchange system, or interested in pursuing Career or Training Services. |

| | | | |
|--------------------|---------------|-------------|---|
| | NC | E | Provide registration information for customers engaging in services based on what is required at that time. During each one-on-one meeting, review, assist with, or conduct basic registration; provide additional information about available services; listen to customer needs; and provide guidance on next steps based on needs and interests. At the one-on-one, clearly articulate and document customer's next steps. |
| | NC | E | Help the customer reach goals by setting appropriate expectations, collecting additional registration elements, and planning and scheduling next steps. Provide Labor Market Information (LMI) and referrals to appropriate resources and partner services. |
| | NC | E | Provide referrals to community resources and supportive service agencies for needed services and /or technical assistance as appropriate. Assist customers in accessing available computer programs and information. |
| | NC | E | Interview a high volume of job seekers and collect detailed occupational information about previous jobs. Determine job seeker's transferable skills, interests, and employment goals. Identify barriers to successful job search and explore possible solutions to remove the barriers. Evaluate job seeker's referral requests and work credentials. |
| | | | Coordinate and communicate with Unemployment Insurance (UI) program staff. Advise claimants of potential eligibility problems/issues to their claim. Record refusal of job referrals and report potential issues to UI as appropriate. |
| | NC | E | Help keep public areas clean and organized, including updated Labor Market Information and other workforce-related material in public self-service areas. |
| | NC | E | Assist customers in accessing self-service resources and websites. |
| | NC | E | Provide progressive assessments as-needed to inform provision of services on an ongoing basis. |
| 35% of time | N/R/NC | E/NE | CAREER SERVICE DUTIES |
| | NC | E | Conduct assessments of skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, and supportive service needs. |
| | NC | E | Provide progressive assessments as-needed to inform provision of services on an ongoing basis. |
| | NC | E | Align career planning efforts with LMI and local sector strategies. |
| | NC | E | Assist jobseekers with accessing, interpreting and implementing appropriate career planning tools. |

| | | | |
|--------------------|---------------|-------------|---|
| | NC | E | Teach customers the job search process. Assist with application processes, documentation, and effective interviewing techniques. Gain and maintain familiarity with local employment needs in order to provide relevant job search support and assistance to jobseekers. Be strategic and take into account a customer's skills, experience, and fit when providing job search assistance. |
| | NC | E | Prior to referral, verify: intent to work/motivation, work history, employer-required licenses, credentials and hard skills, and essential skills/soft skills. Validate skills using the approved process and verify that the customer is a good "fit" for the position and workplace environment prior to referral. |
| | NC | E | Understand the local talent pool available for referrals, and manage the "pool" of available work-ready jobseekers—prioritizing based on business needs and investment strategies outlined in the local plan. |
| 10% of time | N/R/NC | E/NE | TRAINING SERVICE DUTIES |
| | NC | E | As needed, work with customers to develop an Individual Employment Plan (IEP), including all customers accessing Training Services. |
| | NC | E | Make work-based opportunities available to customers in accordance with local area plans and investment strategies. Pursue OJT opportunities with employers and make appropriate OJT-related referrals for work-ready jobseekers. |
| | NC | E | Research opportunities and develop relationships with local apprenticeship programs and training centers to make this training model available to customers. |
| | NC | E | Participate in offering staff-assisted talent development workshops to teach essential skills for work readiness. |
| | NC | E | Refer customers to attend talent development workshops and activities if they have been assessed as lacking work readiness skills prior to receiving a staff referral for employment. |
| | NC | E | Assist jobseekers with assessing and accessing online skills development tools and in-person training, and engage as needed in monitoring and testing to measure customer progress. |
| 10% of time | N/R/NC | E/NE | BUSINESS SERVICE DUTIES |
| | NC | E | Offer Comprehensive Business Services through WSO centers and support local sector strategies and investment priorities. |
| | NC | E | Be knowledgeable and responsive to local business and workforce needs, understand how these align with local sector strategies, and follow protocols to access recruitment processes and other services. |
| | NC | E | Provide services to employers including posting vacant positions in the local labor exchange system via automated mechanisms, self-service features, or staff-assisted services. |

| | | | |
|------|----|---|---|
| | NC | E | Maintain up-to-date knowledge of available business incentives in order to effectively market them to businesses. |
| | NC | E | Develop close relationships with businesses to meet their needs for recruitment, selection and referral of job seekers for job listings. Notify qualified job seekers of available job openings. Contact businesses to facilitate the delivery of services by WSO providers. Also work with partner agencies to assist the business in receiving appropriate training/assessment support. |
| | NC | E | Input, retrieve, and analyze information on businesses, labor market, referrals and available labor pool. |
| | NC | E | Represent WSO at workforce partner, economic development, or employer planning meetings. Make presentations to community, business, and partner groups. |
| | NC | E | Coordinate and assist with the planning and implementation of job fairs. |
| | NC | E | Perform other duties within classification as requested to ensure seamless customer service delivery. |
| 100% | | | |

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.

Receive and direct people or telephone calls that may be irate and/or verbally abusive. Requires prolonged sitting or standing, frequently at a counter. Requires extensive use of the telephone and computer terminal, video conference, and telephone use. Office is a fast-paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions.

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.

Federal and State laws, rules, regulations and policies about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about federal and State workforce programs, rules and regulations, and have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. One example of regulations all staff should be knowledgeable about: the federal Workforce Innovation & Opportunity Act Methods of Administration for Equal Opportunity and Non-discrimination.

- State and Interstate Benefit Manuals.
- Oregon Revised Statutes and Administrative Rules.
- Employment Services Manuals.
- Unemployment Services Manuals
- Confidentiality Handbook
- WorkSource Oregon Operational Standards

b. How are these guidelines used?

The reference materials contain guidelines used by the employee to do the functions of this position.

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 contacted | How | Purpose | How Often? |
|------------------------------|--|---|---------------------------------|
| Job Seekers | In person, e-mail, video conference, telephone, and mail | To explain program criteria, gain further information, answer questions and provide job information | Continually throughout the day. |
| Businesses | In person, e-mail, video conference, telephone, and mail | To place open positions, follow-up on open positions, exchange information | Continually throughout the day. |
| Claimants | In person, e-mail, video conference, telephone, and mail | To explain eligibility and program requirements, rights and responsibilities, gain further information and answer questions | Continually throughout the day |
| Central Office | In person, e-mail, video conference, telephone, and mail | To get clarification of program requirements or request program approval | Periodically as needed |
| Community/Workforce Partners | In person, e-mail, telephone, and mail | To arrange for needed services and coordinate ongoing services | Daily |
| Supervisors | In person, e-mail, telephone, and mail | To get advice or guidance on particular questions, to clarify instructions | Daily |

| | | | |
|----------------|--|---|---|
| State Agencies | In person, e-mail, telephone, and mail | To submit required reports, to get clarification of program requirements, to refer problems | Quarterly or more frequently as needed. |
|----------------|--|---|---|

SECTION 7. POSITION RELATED DECISION MAKING

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

Decide if the customer needs community services or special programs. Decide if the job seeker meets the job requirements. Decide if job seeker or claimant needs services to remove employment barriers. Decide the level of services needed by the customer. Decide if there is a need for additional paperwork or information. Decide what services would best meet a businesses need. Decide which Workforce Partners to refer job seekers or businesses to for further assistance. Direct effect of these decisions will determine the level of customer service and satisfaction with those services that both job seekers and employers receive. Will also determine whether these customers and others continue to use our services in the future.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How | How Often | Purpose of Review |
|------------------------|-----------------|--------------------------|--|---|
| Supervisor/ Manager | | Reviews work in progress | Daily, Weekly, Monthly, Annually. | To ensure completeness, accuracy, and adherence to department policy and procedures and federal and State laws, rules, and regulations. |

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
 Is this a lead worker position? N/A Over how many employees?

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

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

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

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

- a) Demonstrate a thorough knowledge and understanding of the Employment Department and WSO Services.
- b) Communicate professionally and appropriately with customers, partners and co-workers verbally and in writing. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served.
- c) Organize personal workload to be responsive to team members in meeting customer needs and production goals. Take personal responsibility for meeting the goals within the agency standards.
- d) Maintain objectivity when dealing with businesses, job seekers and claimants. Effectively handle customers who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance. Know and understand the Department and office customer complaint process. Comply with agency confidentiality rules, laws and policies and upholds the public trust relating to program administration and confidentiality.
- e) May evaluate service delivery and make recommendations for improvement. May provide leadership in meeting program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- f) May be required to assist other field office staff to balance workload or to do special projects as assigned by supervisor.
- g) Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive team-oriented attitude.
- h) Use professional phone techniques, effective interviewing skills and excellent customer service skills in every customer contact.
- i) Be able to work independently and achieve desired outcomes without supervision.

This position requires successfully passing a criminal record check, which may require a fingerprint-based records check, as a condition of employment.

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

| Operating Area | Biennial amount (\$00000.00) | Fund type |
|----------------|------------------------------|-----------|
| NA | | |
| | | |
| | | |
| | | |
| | | |

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, and employee name and position number.

SECTION 12. SIGNATURES

Signatures certify the form is the most recent version of the position description and contains complete and correct information describing the job that OED management wants this position to do.

Employee Signature Date

Supervisor Signature Date

Appointing Authority Signature Date