



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

This position is:

- Classified
Unclassified
Executive Service
Mgmt. Svc – Supervisory
Mgmt. Svc – Managerial
Mgmt. Svc - Confidential

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

New Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Program Analyst 2
b. Classification No: C0861
c. Working Title: Education and Engagement Coordinator
d. PPDB No/WD ID: 0001.061
e. Section Title: DFR – Consumer Education and Engagement
f. Agency No: 44000
g. Employee Name: Vacant
h. Budget Auth No:
i. Supervisor Name: Karla Martinez
j. Repr. Code: OAS
k. Work Location (City – County): Salem/Marion

I. Position: Permanent Full-Time Seasonal Part-Time Limited Duration Intermittent Academic Year Job Share

m. FLSA: Exempt Non-Exempt
If Exempt: Executive/Supervisory Administrative Professional Computer
n. 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.

The Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Small Business Ombudsman; and Ombudsman for Oregon Workers. The department provides shared services to all divisions through the Director's Office and Central Services Division. The department also provides shared services to the Workers' Compensation Board. DCBS employs 950 employees and has a biennial operating budget of approximately \$685 million.

The Consumer Education and Engagement team provides education and engagement services to educate Oregon consumers regarding the various programs the Division of Financial Regulation regulates. As a Consumer Education and Engagement coordinator, you will work proactively to recognize trends in the insurance and financial services industries as well as all other programs DFR regulates. This position will educate the public and detect trends and emerging issues that inform our outreach, policy, compliance, and propose resolutions for market wide concerns that affect Oregon consumers.

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:

Increase public awareness of the division’s role in the regulation of insurance, financial services the mortgage industry, and the protection of consumers. Provide information to the public about the various programs we regulate including insurance, investing in securities, potential risks associated with investing, educating consumers about financial scams, develop consumer publications, and provide guidance for consumers to educate and protect themselves against potential financial scams and identity theft and licensing of data brokers.

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.

% of Time	N/R/NC	E/NE	DUTIES
Ongoing			<ul style="list-style-type: none"> • Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere. • Foster and promote the importance and value of a diverse, discrimination and harassment free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity related efforts in order to diversify the workforce. • Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.
Ongoing 60%			Act as official representative of the Division by responding to public requests for consumer information on the various programs the division regulates. Arrange for training to assist local agencies in starting a program; support program with increased technical advice until self-sustaining. Travel throughout Oregon to provide insurance and financial education outreach using multiple resources including public speaking engagements, distribution of informational pamphlets and brochures, telecommunications, educational resources and the public media.

		<ul style="list-style-type: none"> a) Create program operational guidelines and procedures for use by state agencies, local jurisdictions, and community organizations. Develop outreach plans to market program or develop partnerships. Seek opportunities for personal speaking engagements by contacting local and regional community service organizations, professional organizations, senior citizen groups, radio television and print media, law enforcement, libraries, and other interested persons and groups. b) Collect information about current trends (such as insurer business practices, fraudulent investments, identity theft and foreclosure scams) that may be helpful in protecting the public. c) Develop and maintain a data bank of consumer education publications and materials, media resources, lists of contact persons and the names of public members or groups who have requested a presentation or materials for their membership. d) Monitor public response to information provided through this program by communicating with groups after speaking engagements or distribution of materials to solicit comments and suggestions. Prepare periodic reports describing public contacts and materials distributed. e) Serve as a resource for both the examination and enforcement team to help conduct both for cause and routine examinations. f) May serve on administrative rule advisory committees and provide information on data broker program. May assist investigation staff with complaints regarding data broker non-compliance. g) Oversee the creation of content for public facing website that contains information about the data broker program.
20%		<p>Consult and share information with other states or organizations that have developed consumer information programs.</p> <p>Coordinate the collection of or gather program service data, program outcomes and evaluate against program goals and objectives. Prepare written reports based on findings and recommend methods to improve program outcomes.</p> <p>Assess the quality and effectiveness of services, take action with service providers to correct deficiencies and improve services to target populations.</p> <p>Coordinates with industry and other governmental outreach programs.</p> <p>Coordinate public presentations and share information with other consumer advocates in Oregon.</p> <p>Plan and organize workshops and conferences about agency programs; locate and arrange for speakers; coordinate or arrange for reprographic needs, publishing of conference promotional materials, and individual needs of speakers or participants. Develop and implement communication plans to promote agency programs or stimulate interest from citizens.</p>

10%			Respond to telephone and written inquiries from the public, attorneys, and governmental agencies concerning all aspects of data broker law and rules and other programs the division regulates. Serve as a communications and project liaison for the division between other government regulators and DCBS.
5%			Stay informed on developing trends in data broker scams, and evolving online scams including artificial intelligence, and related consumer laws pertaining to the various programs the division regulates.
5%			Other duties as assigned
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.

Typical open office environment. Travel throughout state, may require overnight and occasional out-of-state travel. May work beyond normal working hours, to include occasional weekends and evenings.

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 Revised Statutes, Oregon Administrative Rules, Division Bulletins, Public meeting laws, Freedom of Information Act and public record laws. Administrative Procedures Act, the Oregon Health Plan, HIPAA requirements, DAS and DCBS policies and procedures.

b. How are these guidelines used?

Are used to provide a framework for policy planning and development, and for decision-making.

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?
Division Administrator and Deputy Administrator	In person, by phone	Consumer Issues	As needed
Consumers & consumer organizations	In person, by phone	Consumer issues	Daily
Civic Groups & associations	In person, by phone	Consumer issues	Daily
Department staff and Division policy analysts and employees	In person, by phone	Collaboration, projects, providing information	Daily

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Other State agencies	In person, by phone	Partnerships, projects, and collaborations	As needed
Legislators, committees, and staff	In person, by phone	Answer questions and discuss policy issues	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

The person in this position will determine the best way to deliver information to the public concerning Insurance, financial services and data broker education and identify what groups to speak to; what information to communicate; and what publications are necessary to promote the information of the program.

This person is responsible for coordinating all aspects of setting speaking engagements; making travel arrangements; developing calendar for appearances; determining which areas of the state to target; monitoring the effectiveness of data broker related program.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Compliance & Regulatory Manager 2	0003.648	Conducts regular reviews	Weekly and as needed, Quarterly	To obtain consumer issues and to determine program effectiveness and performance. Reviews work quarterly through performance appraisal

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

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

- | | |
|--|---|
| <input type="checkbox"/> Plan 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 and skills needed at time of hire that are not already required in the classification specification:

The person in this position must possess good written communication skills, speaking experience with diverse public groups and basic computer skills. This person must be very organized.

The person must have the ability to work collegially with the section manager to set general goals; the ability to develop detailed plans based on general goals and execute plans; the ability to work independently; and, the ability to work cooperatively and effectively with diverse public and private groups. The person in this position must be at ease in dealing with radio, television and print journalists.

Special Requirements:

Position is subject to a criminal background check.

Driving is an essential function of this position. The position requires a valid motor vehicle driver’s license and satisfactory driving record. Drivers must obey state driving laws and rules while driving state-owned vehicles or private vehicles for official duty.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
	N/A	

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

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		