



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
01/15/2025

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: Office Specialist 2
b. Classification No: OA CO104
c. Effective Date: 01/15/2025
d. Position No: 0003.003
e. Working Title: Administrative Assistant
f. Agency No: 44000
g. Section Title: Insurance Compliance Unit - DFR
h. Budget Auth No: 222510
i. Employee Name: VACANT
j. Repr. Code: OAS
k. Work Location (City - County): Salem - Marion

l. Supervisor Name: Cassandra Soucy
m. Position: Permanent Seasonal Limited Duration Academic Year
Full-Time Part-Time Intermittent Job Share

n. FLSA: Exempt Non-Exempt
If Exempt: Executive Administrative Professional Computer
o. 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 the Office of Injured Workers Ombudsman. 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 **Insurance Compliance Team**, is responsible for monitoring the insurance companies to ensure compliance with applicable laws, rules and policies. This team plays a significant role in protecting consumers through conducting targeted examinations and market intelligence analyses to assess compliance, understand emerging and ongoing trends in key markets, and serve as an early warning system to teams across the division. Team members work closely with other teams to share information, develop strategies, and inform and shape division-wide policy.

The Market Analysis Unit is part of the Compliance Team and investigates alleged violations of the Oregon Insurance Code and Administrative Rules by insurance companies. In addition, the unit provides pro-active market analysis of insurance companies to identify potential market conduct problems. The unit takes appropriate corrective actions, up to and including recommendations for enforcement action.

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:

The purpose of this position is to provide administrative, technical and clerical support to the entire Insurance Compliance Team as may be required and instructed by the unit manager.

The position serves a key function of the review process for compliance cases by evaluating incoming referrals for accuracy and completeness, as well as evaluating the subject matter of the filing and assigns it to an appropriate Market Analyst/Insurance Examiner.

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. Share information and participate in team meetings. • 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 diversity the workforce. • Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

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

45	R	E	<p>Case Management</p> <ul style="list-style-type: none"> • Creates, maintains and reviews market analysis files for completeness prior to closure. Responsible for creation and update of analyst assignments on SBS database for compliance files. • Input compliance data and compliance actions taken for insurance companies into NAIC databases for market analysis casework and market conduct examinations. • Receives and logs follow-up compliance activities, timelines, and analyst assignments once market analysis case is closed. • Provides information from SBS and other reports for managers to track caseloads, types of complaints and actions, trends and other performance measures to assist agency in case management. • Tracks multi-state action activities and regulatory settlement agreements that the state is involved in and routes information to the appropriate teams. •
45	R	E	<p>Administrative Assistance</p> <ul style="list-style-type: none"> • Independently gathers and assembles necessary information for team meetings including development of agendas, collection of materials, and other documents that may be necessary for the compliance team. • Properly handles and assists analysts with certified mailing for case work or other confidential information that needs to be communicated to companies. • Schedules meetings and maintains the team calendar. • Organizes and maintains filing systems used by the compliance team.
5	R	E	<p>Secretarial/Reception Assistance</p> <ul style="list-style-type: none"> • Serves as backup for the front desk (in office) which includes answering telephones and replying to requests from applicants and the public. • Familiar with the operations of the agency to transfer calls to the appropriate staff. • Copies material for division staff, as needed. • Assists other staff, as necessary, in filing, preparing materials for archives, mailings or other tasks. • Assists other support staff as needed on office projects and with heavy workloads.
5	R	E	Other duties as assigned by the Insurance Compliance Manager.
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.

Hybrid work environment that include coordinating with coworkers and stakeholders virtually and in-person daily;

Occasional overnight travel;

Occasional exposure to uncooperative or belligerent persons over the telephone and in person;

Requires reliable transportation.

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 Insurance Code (ORS 705-750 and 646A),
- Other related Oregon Statutes (e.g. DMV, Property Law, Workers Compensation, Public Employees Rights and Benefits),
- Administrative Rules, Division Bulletins,
- Federal publications from Center for Medicare and Medicaid Services, Department of Health and Human Services, Internal Revenue Code, Bureau and Department of Labor,
- National Association of Security Dealers Notice to Members,
- NAIC Model Regulations and Guidelines,
- Treasury Regulations, Insurance Service Office publications,
- Medical Terminology, Diagnostic and Statistical Manual, CPT, ICD, and HCPCS coding books, various weekly and monthly industry publications,
- Division interpretation files.

b. How are these guidelines used?

Position requires a working knowledge of the above documents, and how to access and use the documents as resources. Referral of questions to appropriate enforcement staff. Legal format and language. Manuals are used for reference and to provide a resource for operation of equipment and job duties.

This position requires technological skills including computer proficiency in Microsoft Office suite (Word, Excel, PowerPoint), web-based video platforms (Teams, Zoom, Webex), Adobe Acrobat, e-mail systems, SERFF, NAIC systems such as SBS, iSite, Teammate and other NAIC systems as required.

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?
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
Compliance analysts and DFR staff	Phone, Visit, Video call	To aid completion of work or projects assigned.	Daily
Company compliance officers, Attorneys, and other positions responsible for compliance.	Letter, Phone, Visit, Video call	To get information or clarification on how to refer issue to manager or lead market analyst.	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.
 Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.

- Time is of the essence for this position. Timeframes and deadlines are built into this position, and the employee must plan to accomplish tasks in a timely manner. Employee initiates projects in an orderly fashion with little supervision but is also flexible enough to respond to projects as they come through management or lead market analyst.
- Basic priority setting of daily workload.
- Formatting styles of legal documents.
- Proofing/editing.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".				
Compliance and Regulatory Manager 2	0002.081	In person, by phone, and video chat, email, and Teams	As needed	Quality of work products, completeness of work, adherence to agency and enterprise policies and procedures

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 |

Disciplines and rewards

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:

This position is eligible for remote work full-time, once the incumbent has gained the proficiency to perform work independently. The incumbent may occasionally be asked to work from the office on an as-needed basis. The incumbent will be responsible for transportation costs for reporting to their designated office site.

Position requires excellent oral and written communication and inter-personal skills, ability to work alone and as a team member and to be a strong self-starter.

Per ORS 731.228 no Division employee shall be a director, officer, or employee of or be financially interested in any person regulated by the insurance code, except as a policyholder or claimant under an insurance policy or by rights vested in commission, fees, or retirement benefits prior to being employed with the division.

As an employee, you must comply with the Oregon government ethics laws, ORS 244.010 – 244.280, and DCBS Policy EMP-01, Ethics and Conflict of Interest.

Special Requirements:

Position is subject to a criminal background check.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type

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