



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
04/02/2024

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

Form fields for Section 1: Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position type, FLSA status, and Eligible for Overtime.

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 Small Business Ombudsman Office (SBO)** is a workers' compensation insurance resource center focusing on advocating for Oregon businesses to assure that they are treated fairly, and that they are apprised of all or their appeal rights. The Office conducts an outreach program to create awareness of the role of the office as well as educating employers on critical workers' compensation issues that affect Oregon businesses.

**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:**

Intake of complaints, thoroughly investigating all sides of complaints, independently analyzing all options, and implementing a solution. The investigation process includes research and application of rules, statutes, NCCI underwriting and classification manuals, insurance code, claims practices, Oregon Occupational Safety and Health Division (Oregon OSHA) rules, WCD's rules as well as site visits. This position independently mediates and negotiates settlements of workers' compensation related disputes. This position also participates in outreach programs including presentations to business groups, teaching classes at community colleges, representing the office at small business fairs, and writing articles for trade newspapers or our website to educate the public on workers' compensation matters.

**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"> <li>• 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.</li> <li>• 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.</li> <li>• Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.</li> </ul>
30%	N	E	<p>Receive employer complaints relating to workers' compensation insurance. Independently investigate complaints and mediate and negotiate to resolution. This may include research of technical manuals, contact with doctors, attorneys, insurers, regulatory agencies, agents and other stakeholders.</p> <p>Assist small businesses by providing answers and advice on matters related to workers' compensation as well as other areas relating to small business or small business start-ups.</p>

25%	N	E	<p>Promote and actively seek opportunities for SBO training, presentations, seminars, and conferences to be offered to the public. Identify industries and groups that may have an interest in having training provided or presentations for their constituents or members. Contact private businesses, organizations, and special interest groups to identify training needs for SBO.</p> <p>Develop, plan and promote SBO training, seminars, and conferences, to the public including insurers, employers, self-insured employers, attorneys and other interest groups on a statewide basis to provide tools and resources to Oregon small business owners. Use in-depth knowledge and skill to provide these groups and internal department staff with consultation, interpretation, advice, training and marketing of program services.</p>
20%	N	E	<p>Design and deliver educational programs for Oregon businesses, insurers, agents, and trade associations on workers' compensation topics such as policy provisions, claims, and audit processes. Participate in the planning and support of small business fairs throughout the state.</p>
15%	N	E	<p>Special projects which may include assisting rule advisory committees, research projects, database project development, legislature testifying and market surveys.</p> <p>Present findings and or recommendations to the aforementioned groups to advocate for Oregon small businesses.</p>
5%	N	E	<p>Evaluate program progress by monitoring reports or other documents. Collect or gather program service data from internal database and evaluate program goals. Prepare written reports based on findings and recommend methods to improve outcomes of SBO and report out to the Governor.</p>
5%	N	E	<p>Review and evaluate program effectiveness and institute changes to improve customer service. Monitor proposed and enacted legislation that may impact small business. Represent DCBS when necessary, at administrative rule hearings and related functions.</p>
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.**

Working hours are generally 8:00 a.m. to 5:00 p.m. but may be flexible to include weekend work and occasional overnight travel. Solitary driving in isolated areas may be required to visit worksites or provide training. There is exposure to any and all types of conditions found in work places throughout the state and to all kinds of weather. Frequent contact with assertive, manipulative, or angry individuals. Frequent telephone consultations.

#### 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 and Administrative Rules  
 Oregon Revised Statutes and Administrative Rules  
 National Council on Compensation Insurance (NCCI) Underwriting Manuals  
 NCCI Classification Manual  
 NCCI Unit Statistical Manual  
 NCCI Premium Audit Manual  
 NCCI Assigned Risk Plan  
 DCBS Bulletins  
 BOLI Law  
 Federal Law relating to workers' compensation  
 Principles of contract and tort law  
 Workers' Compensation Claims Management Law  
 OSHA Law

**b. How are these guidelines used?**

Each SBO investigation is unique and requires at least a working knowledge of the above documents. These resources are accessed to determine if insurers, vendors and policyholders are in compliance and to help mediate and resolve complaints. These resources are also used as reference material for education and outreach programs.

**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?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Employers	In person, in writing, or by phone	Resolve complaint or educate	Daily
Insurers	In person, in writing, or by phone	Resolve complaint or educate	Daily
NCCI	In person, in writing, or by phone	Resolve complaint, request data, special projects	Daily
DCBS Divisions	In person, in writing, or by phone	Resolve complaint, request data, special projects	Daily
Manager Small Business Ombudsman for Workers' Compensation	In person, in writing, or by phone	Technical advice, project assignment	Daily
Legislators	In person, in writing, or by phone	Resolve complaint or testify	As needed
Other regulatory agencies	In person, in writing, or by phone	Resolve complaint, research, technical questions	Daily
Other program stakeholders	In person, in writing, or by phone	To provide technical guidance and consultation to assist in their use of the programs	Weekly

**SECTION 7. POSITION RELATED DECISION MAKING**

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

Independently analyze and determine course of action for complaints and identify option(s) towards a resolution.

Evaluate complaint trends and determine course of action to avoid future actions by addressing common cause.

Make recommendations to leadership for policy, procedure and legislation changes to the SBO program and or the workers' compensation industry.

Identify pertinent topics and trends to compose effective articles for the SBO webpage and other industry correspondence.

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Business Operations Manager 1	1000.047	Through individual review of work		Ensure standards and performance are maintained

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

## 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:

At OBS, a high degree of technical knowledge is required by the Ombudsman in order provide an exceptional level of customer service. This position requires a superior ability to problem solve and communicate both orally and written. Other skills are an ability to deal with angry and hostile callers, to exercise superior common sense and good judgment under sometimes stressful situations. A very strong technical knowledge of all facets of workers' compensation is requires as well as knowledge of insurance company practices, roles of all DCBS divisions and where to refer customers to other state and federal agencies when appropriate.

### Special Requirements:

Position is subject to a criminal background check.

Must possess a valid driver's license.

This position is eligible for remote work on a part-time basis once the incumbent has gained the proficiency to perform work independently. However -- regular, scheduled office hours are also required.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".</i>		

**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
<i>Mary Pence</i> _____ Appointing Authority Signature	4/2/2024 _____ Date		