



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
12/2024

This position is:

- ☒ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☐ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Early Learning & Care

Facility: DELC | Salem | Child Care Licensing Division

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Office Specialist 2</u>	b. Classification No: <u>C0104</u>
c. Effective Date: <u>5/1/2024</u>	d. Position No: _____
e. Working Title: <u>Intake & Customer Service Representative</u>	f. Agency No: <u>58800</u>
g. Section Title: <u>Intake & Customer Service- DELC</u>	h. Budget Auth No: _____
i. Employee Name: _____	j. Repr. Code: <u>OAS</u>
k. Work Location (City – County): <u>Salem - Marion</u>	
l. Supervisor Name: <u>Rochelle Erickson</u>	
m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	

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 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.

- 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:

Support CCLD Central Office functions by providing clerical and customer service support to the work unit. This includes ordering office supplies, processing the daily lockbox, acting as a liaison for facility issues, processing mail, answering phones and emails, processing applications, act as the point person for office equipment issues and providing general office support to the work unit as needed. This position helps ensure Central Office support processes are carried out in conjunction with DELC equity policies and practices.

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

25	R	E	Administrative/Office Support: <ul style="list-style-type: none"> Maintain, monitor and order office supplies through approved vendors. Use multi-line phone and computerized system to answer and respond to inquiries from the public, providers and other stakeholders. Monitor and maintain envelope supply in office and at Publishing and Distribution. Receive, open, date stamp, sort and route incoming mail; process and route outgoing mail. Scan and index documents into the data archive system Attend staff meetings and trainings. Move archive boxes to scanning cubicle for scanning preparation
70	R	E	Licensing Support: <ul style="list-style-type: none"> Receives inquiries via telephone and email, and provides information regarding Child Care Licensing Division application processing and program requirements.

		E	<ul style="list-style-type: none"> Explains rules and policies and clarifies processes. Routes individuals to the appropriate resources and content experts.
		E	<ul style="list-style-type: none"> Conduct a thorough check on all incoming applications in multiple state data systems including DHS mainframes, ORKids, ORO, CCRIS and CCLD Cautions and Concerns.
		E	<ul style="list-style-type: none"> Review facility license and central background enrollment applications for completeness and accuracy.
		E	<ul style="list-style-type: none"> Make determinations regarding a course of action whether an application is complete or if it is pended for further information.
		E	<ul style="list-style-type: none"> Verify and document using ORO that ongoing training requirements are met.
		E	<ul style="list-style-type: none"> Code audit number and route daily lockbox materials to appropriate staff. Reconcile lockbox and work with DELC Financial Services to address issues.
		E	<ul style="list-style-type: none"> Determine if an applicant is associated with an eligible facility in order to qualify for enrollment in the CBR
		E	<ul style="list-style-type: none"> Pull and file applications as needed. Maintain CCLD filing system
		E	<ul style="list-style-type: none"> Upload and name documents into ORMS
		E	<ul style="list-style-type: none"> Update daily workload in SmartSheet
		E	<ul style="list-style-type: none"> Processes daily batch printing and renewal packets
		E	<ul style="list-style-type: none"> Prepare documents for scanning, indexing and perform quality assurance
5	R	E	<ul style="list-style-type: none"> Other duties as assigned.
At all times	N	E	<p>Commitment to Equity</p> <p>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*</p> <p>Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.</p> <p>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.</p> <p><i>* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.</i></p>

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.

1. Extensive use of personal computer, including input and retrieval of information from imaged and paper documents and the licensing database
2. Extensive use of email and calendaring system
3. Regular interruptions while performing highly detailed data input and other assigned duties
4. High volume of work with rigid timeframes and requiring a high degree of speed and accuracy
5. Demonstrate tact and diplomacy while maintaining a professional and courteous manner with co-workers, as well as internal and external customers who may be frustrated, angry and hostile
6. Prioritize daily among competing demands of the job, coping with pressure of rush jobs, deadlines and interruptions during heavy work load levels
7. Perform work within an open and often noisy work environment
8. Occasional irregular or overtime hours may be required due to periods of heavy workload or training
9. Place and retrieve file documents in a variety of different filing cabinets from ground level up to six feet which requires the use of a step stool or a stepladder and be able to lift up to 40 lb
10. Long periods of sitting or standing may be required for this position

Customer Service

Your position requires a high volume of customer service. It is essential that you provide good customer service at all times as anything less adversely affects the public perception of the agency. You must be courteous and professional in all your interactions. While customers at times can be difficult to deal with, you need to conduct yourself in a manner that is respectful and courteous to every customer.

Communication

It is your responsibility to communicate effectively and be able to articulate and exchange information with internal and external partners. Communication must be in a positive and solutions-oriented manner.

Accuracy/Attention to Detail

Attention to detail and accuracy is essential in this position.

Attendance

Regular and consistent attendance is an essential function for this position.

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.

DAS/Department of Early Learning and Care/Child Care Licensing Division policies and procedures manuals, statutes, administrative rules, desk manuals, computer manuals

- b. How are these guidelines used?

Referenced daily for guidance on how to perform duties, process information, respond to inquiries and resolve problems.

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 curser at end of a row (outside table) and hit "Enter".			
CCLD Staff	Phone/in person/email	Provide and receive information	Daily
General Public	Phone/in person/email	Provide and receive information	Daily
Child Care Providers	Phone/in person/email	Provide and receive information	Daily
Representatives, community and state agencies	Phone/in person/email	Provide and receive information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

This position must use good judgment in knowing when to notify or consult with a manager or licensing specialist regarding a variety of CCLD work unit issues. This position must be able to differentiate levels of confidentiality and accessibility of information.

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 curser at end of a row (outside table) and hit "Enter".				
Compliance & Regulatory Manager 1	1915101	Phone/In person/email	Daily	Observation, in-person review, paperwork review, work load

				reports, input from internal and external customers and peers

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

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

- 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 individual in this position must perform production input work with a high degree of accuracy and speed, within short time frames, while paying attention to detail and using good judgment; demonstrate strong organization skills; and follow established policies and procedures. The individual in this position must have a demonstrated ability to type with a high accuracy rate. This individual must have a demonstrated ability to properly alphabetize large quantities of files.

The individual, as an agency representative, must project a courteous and professional image of impartiality and fairness to agency customers; must also be able to communicate clearly and effectively with a wide variety of people, in both written and oral formats. To perform in this position, the individual must have the ability to function and participate within a team environment that is respectful and accepting of diversity with general supervision from the licensing manager, lead workers and other management staff. The individual must be a self-starter, and have the ability to prioritize and be able to handle multiple tasks simultaneously.

This position requires strict adherence to all confidentiality rules and regulations, policies and procedures, written and assumed, by agreement or understanding, at all times and in all circumstances.

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

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.

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 curser 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