



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
12/11/24

Agency: Employment Department

Facility: Salem Central Office

New Revised

This position is:

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

SECTION 1. POSITION INFORMATION

a. Classification Title: Operations Policy Analyst 2
b. Classification No: C0871
c. Working Title: Data Analyst
d. PPDB No/WD ID:
e. Section Title: Paid Leave Oregon
f. Agency No: 47100
g. Employee Name: Vacant
h. Budget Auth No:
i. Supervisor Name: Randi Bolt
j. Repr. Code:
k. Work Location (City – County): Salem, OR Central Office - Marion

I. Position: Permanent Seasonal Limited Duration Academic Year
Full-Time Part-Time Intermittent 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 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) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

Paid Leave Oregon provides employees compensated time off from work for family, medical, and safe leave. Paid Leave covers time to care for and bond with a child during the first year of the child’s birth or arrival through adoption or foster care, to provide care for a family member who has a serious health condition, to recover from their own serious health condition, and to take leave related to sexual assault, domestic violence, harassment, and stalking.

**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:**

Evaluate complex Paid Leave Oregon Program performance and effectiveness to meet stated goals. Track, analyze, evaluate and report on employee and program performance, designing and interpreting reports from systems. Formulate long-term and short-term forecasts, objectives and business plans for Paid Leave Oregon Programs and make recommendations to the Paid Leave Oregon Equity and Innovation Supervisor. Process and analyze data using various tools and data visualization tools such as Tableau to identify trends, make predictions, establish recommendations and draw conclusions for various management teams throughout the Oregon Employment Department.

**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
40%	R	E	<p><b>Data Analysis</b></p> <ul style="list-style-type: none"> <li>• Analyze historical data and trends to create forecast models.</li> <li>• Collect and evaluate contact center and agent performance statistic to report insights.</li> <li>• Conduct technical analysis of key performance indicators to identify areas for improvement.</li> <li>• Collaborate with management to provide information that informs workforce scheduling plans.</li> <li>• Study costs and benefits of changes to support operational decision-making.</li> <li>• Determine operational improvements and procedural adjustments to enhance performance.</li> <li>• Assist management by monitoring and tracking data for ongoing assessment.</li> <li>• Formulate long and short-term forecasts to support Paid leave Program objectives.</li> </ul>

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

			<ul style="list-style-type: none"> <li>• Evaluate program operations to identify areas not meeting performance standards and recommend improvements.</li> <li>• Analyze and revise forecasts when significant deviations from actual data occur.</li> <li>• Meet with program management to review data and recommend refinements for compliance and performance improvement.</li> <li>• Research and analyze data to support decision-making for state and federal agencies, legislature, and private sector.</li> <li>• Evaluate staffing levels proactively to account for discretionary activities such as vacations and trainings.</li> <li>• Collaborate with management to effectively utilize performance data for improved operations.</li> </ul>
30%	R	E	<b>Research &amp; Project Management</b> <ul style="list-style-type: none"> <li>• Establish plans of action to guide projects and initiatives.</li> <li>• Communicate with management to define requests and clarify requirements.</li> <li>• Recommend system upgrades and enhancements to improve performance.</li> <li>• Make recommendations on Paid Leave System changes to achieve program goals.</li> <li>• Plan and lead recurring meetings with management to review weekly performance and identify risks and opportunities.</li> </ul>
20%	R	E	<b>Policy Impact Analysis</b> <ul style="list-style-type: none"> <li>• Identify and communicate policy needs and revisions to ensure compliance.</li> <li>• Advise agency management and other agencies on the benefits and risks of various policy options.</li> <li>• Assist in analyzing and responding to technical questions about the Paid Leave program from internal and external groups.</li> </ul>
5%	R	E	<b>Training &amp; Liaison</b> <ul style="list-style-type: none"> <li>• Attend and serve as a resource at agency projects or one-time meetings to provide program expertise.</li> <li>• Represent the Paid Leave Oregon program to other organizations and partnerships.</li> </ul>
5%	NC	NE	<b>Other Duties as Assigned</b>
			<p>Expectation of all Paid Leave Oregon employees: Provide prompt customer service; create and maintain productive working relationships; treat colleagues and the public fairly, courteously, and respectfully; fully participate in work teams, division and department projects; collaborate with coworkers in the improvement of work processes; improve interpersonal and job skills; provide and receive feedback and suggestions in an open and constructive manner; and, regularly and timely report to work. 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 to diversify the workplace.</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.**

Duties are performed in hybrid (office/remote) or solely remote work location based on the business need. It is expected that when working remotely, the person will demonstrate access to broadband internet connection that meets or exceeds the minimum acceptable requirements. OED IT Services will provide the necessary hardware to employees. It is also expected that the person will have a private workspace to ensure confidentiality. The office space is set up with cubicles and audible distractions. May require long periods of sitting, standing, and using a keyboard for word processing. Business needs require frequent communication by telephone, email, and in person. These working conditions are experienced daily.

Employee should approach difficult conversations with customers with a trauma-informed, person-centered approach, even though customers are frequently, angry, or hostile. Constant use of telephone and computer system to process work. Must be able to work in an open office environment which includes proximity to co-workers and fluctuating noise levels. Must be able to perform all aspects of the job under periods of high workload. Must continuously integrate new and complex technical information into daily work. Must communicate effectively, both verbally and in writing.

**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.**

- Paid Leave Oregon Operational Standards;
- DAS policies, protocols, and procedures;
- Oregon Revised Statutes;
- Oregon Administrative Rules;
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines and strategic plans including OED Strategic Plan, OED style guide, and Confidentiality Handbook;
- OED priorities; and
- Equity Lens.

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

They are used to manage a centralized unit responsible for managing, analyzing, and turning data into actionable initiatives in the areas of process improvement, increasing access to benefits, and developing training for program staff. Statutes and rules are used to ensure that the processes, program performance, and training procedures correctly reflect the intent of law and policy. They are also used to ensure that the computer system pays benefits properly.

**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>			
OED Employees	Phone, in person, in writing, via online platforms	Obtain/relay information/provide direction	Daily

Other OED Units	Phone, in person, in writing, via online platforms	Obtain/relay information	Daily
Director/Deputy Director	Phone, in person, in writing, via online platforms	Receive or provide information, assistance, receive assignments, planning	Daily
Employers, Public, Claimants	Phone, in person, in writing, via online platforms	Provide information, assistance, decisions	As Needed
Office of Administrative Hearings	Phone, in person, in writing, via online platforms	Discussing cases, procedural issues	As needed
Contributions & Recovery	Phone, in person, in writing, via online platforms	Concerning Paid Leave Contributions, Collections or Self-Employed elections	As needed
Procurement	Phone, in person, in writing, via online platforms	Contracts and Information Sharing Agreements	As Needed
Information Services	Phone, in person, in writing, via online platforms	System access questions	As needed

## SECTION 7. POSITION RELATED DECISION MAKING

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

Decisions of this position have high impact and may create significant risk for the agency in terms of executive branch, legislative, media, public and employee knowledge and perception of the agency's Paid Leave program. In consultation with management, decisions frequently commit the agency to a course of action. Poor decisions may negatively impact the agency's credibility and reputation beyond the scope of Paid Leave. Effective decisions will increase the success of the program by engaging and communicating with internal staff and external stakeholders with accurate and timely information.

These decisions impact the success of the Employment Department's highest priorities and the success of all program areas of the Employment Department. The Paid Leave program has direct impact on all businesses that participate in the program, and all Oregonians who seek benefits.

## SECTION 8. REVIEW OF WORK

**Who reviews the work of the position?**

Classification Title	Position Number	How	How Often	Purpose of Review
Paid Leave Oregon Program Equity Analytics Manager		Virtual and in person, phone, writing, via online platforms.	As needed	Review work and job performance

**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?           n/a            
 How many employees are supervised through a subordinate supervisor?           n/a
- 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 |



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Appointing Authority Signature

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Date