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| **OED-WS Horizontal BW****Position Description This position is:** |
|  [ ] New [x] Revised Revised Date: 05/16/2022   | [x] Classified |
| [ ] Unclassified |
| [ ] Executive service |
| [ ]  Mgmt Svc - Supervisory |
| [ ] Mgmt Svc - Managerial |
| [ ] Mgmt Svc - Confidential |
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| **SECTION 1. POSITION INFORMATION** |
| a. Classification Title: | Office Specialist 1 | b. Classification No: | C0104 |
| c. Establish Date: | 04/01/2019 | d. Effective Date: | 04/01/2019 |
| e. Position No:  |  | f. Working Title: | Office Specialist 1 |
| g. Agency No: | 471000 | h. Section Name: SE Portland |  |
| i. Budget Authorization No: | 799960 | j. Section Number: 103 |  |
| k. Work Location (City-County): Portland - Multnomah  |  | l. Representation Code: | OAH |
| m. Employee Name: Olivia Bushnell |  |
| n Supervisor Name (optional): Lori Stephens |  |
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| o. Position: | [x] Permanent | [ ] Seasonal  | [ ] Limited Duration  | [ ] Intermittent  |
|  | [x] Full Time  | [ ] Part Time  | End date:      | [ ] Job Share |
| p. FLSA: | [ ] Exempt[x] Non-Exempt | If Exempt: | [ ] Executive[ ] Professional[ ] Administrative | q. Eligible for Overtime: | [x] Yes[ ] No |
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| **SECTION 2. PROGRAM AND POSITION INFORMATION** |
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| 1. 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) benefits program; recruiting and referring best qualified applicants to job openings and assisting job seekers in their employment searches (Business and Employment Services); developing and distributing workforce and economic information (Workforce and Economic Research); and adjudicating citizen and business disputes with agencies (Office of Administrative Hearings). |

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| 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:**Provide support to the Employment Services units, maintaining and updating records and files of work performed, creating lists to monitor other activities. Input Employment Services related data, answering front desk phone as needed and direct caller or take detailed message. Provide front desk reception; directly customers, responding to customer inquiries and other duties as assigned. |
| **SECTION 3. DESCRIPTION OF DUTIES** |
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| **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.** |
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| **% of time** | **N/R/NC** | **E/NE** | **DUTIES** |
| 50% | R | E | 1. Answer unit telephone in a polite professional manner, , directs calls to appropriate person or unit, takes accurate, detailed messages. Greet customers at front desk. Responds to inquiries from customers to provide information on employment services and access to unemployment services.  |
| 10% | NC | E | 2. Receives data for keying. Enters data , Proofreads and corrects errors on screen before entering data into computer. When data is incomplete, determines what steps to take to obtain necessary information |
| 5% | R | E | Open, date stamp, sort and distribute incoming mail and facsimiles to appropriate staff.  |
| 15% | R | E | Maintain office equipment and calls for repairs, e.g. , fax, copy machines and printers. Assist with Ordering, receiving, distributing office supplies. Maintain office inventory and keep stock room organized.  |
| 5% | R | E | Record and type staff/unit meeting minutes, distribute copies to appropriate staff.  |
| 5% | NC | E | Update and file information on office policy and procedures. |
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| 5% | R | E | Reconciles monthly SPOTs purchases including credit card transactions, invoices and receipts, and submits to supervisor for approval. |
| 5% | R | E | Perform other duties within classification as requested to ensure seamless customer service delivery. |
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| 100% |  |  |  |

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| **SECTION 4. WORKING CONDITIONS** |
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| **Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.** |
| Answer front desk phone line and direct caller as needed or take detailed message.Monitor / direct walk-in customer traffic.May be required to stand or sit for extended periods of time.Requires stooping or bending while performing filing duties.Must be able to perform detailed work during frequent interruptions.The following equipment is used to perform the duties of this position: Laptop, MS Office including Word, Excel, Power Point, Publisher, Teams and OneNote, Copier / Scanner / Printer machine, Telephone, Google Drive and Google Docs |

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| **SECTION 5. GUIDELINES** |
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| a**. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.** |
|  Federal and State laws, rules, regulations and policies about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about federal and State workforce programs, rules and regulations, and have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. One example of regulations all staff should be knowledgeable about: the federal Workforce Innovation & Opportunity Act Methods of Administration for Equal Opportunity and Non-discrimination.* State and Interstate Benefit Manuals.
* Oregon Revised Statues and Administrative Rules.
* Employment Services Manuals.
* Unemployment Services Manuals
* Confidentiality Handbook

WorkSource Oregon Operational Standards |
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| **b. How are these guidelines used?** |
| Provides guidance on how to proceed under given circumstances. Most of the guidelines are conveyed through the supervisor and periodic training.      |

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| **SECTION 6. WORK CONTACTS** |
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| **With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?** |
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| Who contacted | How | Purpose | How Often? |
| General Public | Telephone/In Person | To determine nature of call/visit, answer questions and/or route calls/direct customer | Daily |
| Business | Telephone | To determine nature of call, answer questions and/or route calls | Daily |
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| **SECTION 7. POSITION RELATED DECISION MAKING** |
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| **Describe the typical decisions of this position. Explain the direct effect of these decisions.**Decisions on routing of phone calls to ensure smooth operation of office.Decisions on appropriate screens to enter data.Decisions on priorities of workload.Decisions on when to advise supervisor of problems on backlog. |
| **SECTION 8. REVIEW OF WORK** |
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| **Who reviews the work of the position?** |
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| Classification Title | Position Number | How  | How Often | Purpose of Review |
| Employment Supervisor 1 | 0015625 | Reviews work in progress. | Conduct quarterly check-ins, documenting performance, expectations and goals for the year. | To ensure satisfactory performance of job duties |
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| **SECTION 9. OVERSIGHT FUNCTIONS** |
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| a. How many employees are directly supervised by this position? | 0 |
|  How many employees are supervised through a subordinate supervisor? | 0 |
|  Is this a lead worker position? No Over how many employees? 0 |
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| b. Which of the following activities does this position do? |
|  | [ ]  | Plans work  | [ ]  | Coordinates schedules |
|  | [ ]  | Assigns work | [ ]  | Hires and discharges |
|  | [ ]  | Approves work | [ ]  | Recommends hiring |
|  | [ ]  | Responds to grievances | [ ]  | Gives input for performance evaluations |
|  | [ ]  | Disciplines and rewards | [ ]  | Prepares & signs performance evaluations |
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| **SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION** |
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| ADDITIONAL REQUIRMENTS: **List any knowledge, skills, certificates and licenses needed at time of hire that are not already required in the classification specification:** |
| "This position requires successfully passing a criminal records check,which may require a fingerprint-based records check, as a condition ofemployment." |
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| BUDGET AUTHORITY: **If this position has authority to commit agency operating money, indicate the following:** |
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| Operating Area | Biennial amount ($00000.00) | Fund type |
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| **SECTION 11. ORGANIZATIONAL CHART** |
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| **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.** |
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| **SECTION 12. SIGNATURES** |
| **Signatures certify that the form is the most recent version of the position description and contains complete and correct information describing the job that OED management wants this position to do.**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Employee Signature Date Supervisor Signature Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Appointing Authority Signature Date |