



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
10/13/2022

Agency: Employment Department

Facility: Central Office – Salem Employment Building

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: Program Analyst 1
b. Classification No: C0860
c. Effective Date:
d. Position No:
e. Working Title: Outreach Program Analyst
f. Agency No: 47100
g. Section Title: Paid Leave Oregon
h. Budget Auth No:
i. Employee Name:
j. Repr. Code: OAH
k. Work Location (City – County):

l. Supervisor Name:

m. Position: Permanent Seasonal Limited Duration Academic Year
Full-Time Part-Time Intermittent Job Share

n. FLSA: Exempt Non-Exempt
If Exempt: Executive Professional Administrative
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 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.

The department employs approximately 1,300 employees in field offices located throughout the State with the Central Office located in Salem.

Paid Leave Oregon is a new program established in 2019 that will provide employees compensated time off from work to care for and bond with a child during the first year after 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, stalking or harassment.

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:

Under the direction of management, support the development, implementation and evaluation of Outreach and Engagement within the Paid Leave Oregon program. Use marketing, liaison and project management skills to engage with businesses, employees and community organizations to integrate effective communication across the broader community. Act autonomously and exhibit critical and independent thinking skills with little direct supervision.

The person in this position presents program information, explains program rules and guidelines to internal and external customers to ensure that they understand and comply with program requirements. To accomplish that, the person in this position has regular contact with other staff and the public in person or virtual platforms. They also promote services by organizing and attending conferences, tabling at resource fairs, hosting virtual and in-person town halls or community conversations, contacting business owners and community organizations.

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
60%	N	E	<ul style="list-style-type: none"> Coordinate with business leaders, workforce partners, and community organizations, employee representatives

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

			<p>to market Paid Leave Oregon services and inform them of program requirements.</p> <ul style="list-style-type: none"> • Develop, coordinate, and implement an outreach plan to meet the program’s strategy objectives. • Develop and monitor Outreach performance measures, and recommend changes to continuously improve services. • Conduct research into effective Outreach services, industry trends, and best practices. Prepare reports and submit recommendations to program leadership. • Identify training needs and opportunities that will reinforce communications messaging to the broader community. • Train and support other Paid Leave staff to ensure services are effective and meet the needs of stakeholders and are in compliance with program law and rule. • Serve as a primary resource for businesses and employees to address program related questions. • Develop a close relationship with businesses, employees and community organizations to ensure that Paid Leave is single point of contact to meet their needs for program compliance and services awareness.
30%	N	E	<ul style="list-style-type: none"> • Attend and represent Paid Leave at various workforce partner, economic development or employer planning meetings. • Make presentations to community organizations and employees as well as business groups. • Develop a marketing plan and strategy that includes partner involvement. Market the Paid Leave Oregon services, the Employment Department on an ongoing basis. • Identify and develop a database of groups that should be engaged and be informed of program implementation and services offered, focusing on engaging under represented groups. • Train employers, employees and organizations on the criteria, requirements, and philosophy of various Paid Leave programs such as Equivalent Plans, Self-Employed, and Benefits.
10%	N	E	<p>Other Duties</p> <ul style="list-style-type: none"> • Help develop and provide technical training to department staff, internal partners and stakeholders and serve as a representative of the Paid Leave Oregon program to other organizations. • Maintain records and monitor project schedules, outcomes, and accomplishments, and produce reports

			<p>on program activity in a dynamic environment which may require flexible business hours.</p> <ul style="list-style-type: none"> • Other duties as assigned.
Ongoing			<ul style="list-style-type: none"> • Expectation of all Paid Leave Oregon employees: Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace. Respect diversity of opinions, ideas, and different lived experiences. Support outreach and diversity-related efforts in order to diversify the workplace and promote equitable outcomes. 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 co-workers to improve work processes; strengthen interpersonal skills; provide and receive feedback and suggestions in an open and constructive manner; report to work consistently and on time.
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) 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 must have a valid driver’s license and an acceptable driving record. If not, employee must be able to provide an alternate method of transportation.

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 close 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.

Occasional overnight travel will be required.

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.

- Federal rules, regulations and statutes related to the Employment Department;
- Oregon Revised Statutes;
- Oregon Administrative Rules;
- Legislative Direction;
- Governor’s Executive Orders;
- Enterprise Information Services policies, processes, quality control standards and stage gate requirements;
- Collective Bargaining Agreements;
- Department of Administrative Services policies, protocols and procedures;
- Oregon Employment Department policies, procedures, standards, methodologies, guidelines and strategic plans including OED Strategic Plan, OED and WorkSource Oregon style guides, and Confidentiality Handbook;
- Oregon Accounting Manual & Public Records Laws;
- State Board by-laws, policies and goals;
- OED priorities, OED Strategic Plan, Equity Lens;
- Modernization Program standards and management plans and supporting documents;
- State and agency Records Retention Policies and Procedures;
- Program and project management methodologies (e.g. PMBOK, PgMBOK);
- ADA requirements; and
- Best practices for online communications (websites), social and print media.

b. How are these guidelines used?

They provide general guidance, policy direction, and framework to the incumbent who must interpret and apply them as necessary. Assures compliance with correct rules and procedures in performing work assignments, ensuring project outcomes meet program specifications and performance requirements, and State and Federal policies, laws and regulations are followed.

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?
Division Director/Deputy Director/Policy and Operations Manager	Phone / In person / Writing	To obtain information or research of policy and to answer questions. Give consultative advice on business systems and processes, present problems, recommend solutions.	Daily/As needed
OED Managers and staff	Phone, email, in-person, written	Obtain and provide information. Explain results, recommendations, studies.	Daily/As needed
OED Executive staff	Phone, email, in-person, written	Explain program and operational implications.	Monthly/As needed

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

National Associations and Federal Agencies	Phone, email, in-person, written	Explanation of issues, exchange of information. Coordination of reporting and grant requirements.	Monthly
Officials of other states/ organizations	In person, meetings, phone, e-mail, fax, mail	Information exchange, meetings	As needed
Public	In person, meetings, phone, e-mail, fax, mail	Answer questions, provide materials	As needed
Other State Agency personnel	In person, meetings, phone, e-mail, fax, mail	Obtain and provide information. Explain results, recommendations, studies; Information exchange, meetings	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Determines outreach efforts, and makes changes to program and service delivery. Provides broader recommendations to Customer Care & Outreach Leadership to ensure continuous improvement. Evaluate effectiveness of outreach and presentation materials against employer, employee and community organization needs, and make recommendations to training providers.

The knowledge and expertise required for completing job tasks, and the lack of close supervision distinguishes this class from the Business and Employment Specialist 2. The responsibility for marketing services to employers and employees and interface with the business community further distinguishes this job from the lower level.

Employees in this class use agency policies, State and Federal laws and guidelines to answer questions and solve problems. Since many problems are unusual, the available guidelines must be adapted to the circumstances for each situation.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Customer Care & Outreach Manager		In person, phone, written, email, Teams	As needed	Review of work and job performance
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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?

Plan work

Coordinates schedules

Assigns work

Hires and discharges

- Approves work
- Responds to grievances
- Disciplines and rewards

- Recommends hiring
- Gives input for performance evaluations
- 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 requires successfully passing a criminal records check, which may require a fingerprint-based records check, as a condition of employment.

Employee is required to possess and maintain a valid driver's license with an acceptable driving record. If not, you must be able to provide an alternate method of transportation.

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
Appointing Authority Signature	Date		