



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
May 30, 2024

This position is:

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

Agency: Oregon Department of Energy

Facility:

- New
Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Public Service Representative 4
b. Classification No: C0324
c. Working Title: Program Assistant
d. PPDB No/WD ID: 2325026
e. Section Title: Codes & Standards
f. Agency No: 33000
g. Employee Name: VACANT
h. Budget Auth No:
i. Supervisor Name:
j. Repr. Code: UA
k. Work Location (City – County): Salem - 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 Oregon Department of Energy's vision is to lead Oregon to a safe, equitable, clean, and sustainable future. ODOE helps Oregonians make informed decisions and maintain a resilient and affordable energy system. We advance solutions to shape an equitable clean energy transition, protect the environment and public health, and responsibly balance energy needs and impacts for current and future generations. ODOE helps Oregonians improve the energy efficiency of their homes, provides policy expertise to prepare for Oregon's future energy needs, staffs the Energy Facility Siting Council, provides technical and financial assistance to encourage investments in energy efficiency and renewable energy resources, represents Oregon's interests in the cleanup of the Hanford nuclear site, and ensures state preparedness to respond to energy-related emergencies. ODOE employs approximately 123 employees and is funded with revenue from more than 30 sources, including \$55.6 million in general funds, \$108.3 million in other funds, \$9.3 million in federal funds, \$1.4 million in lottery funds debt service, and \$29.4 million in non-limited loan program and debt service funds.

The Energy Planning & Innovation (P&I) Division supports the agency mission by pursuing programs and policies that help Oregonians conserve energy, use energy more efficiently, and produce energy using renewable sources. The Division’s two sections: Energy Efficiency & Conservation and Energy Technology & Policy collaborate with the Department’s other divisions and stakeholders to help support the development of clean energy resources and integrate those resources into the State’s transmission and distribution system. The division offers energy expertise across sectors, including efficiency in buildings and manufacturing as well as alternative fuels and infrastructure, while helping Oregon build a more resilient energy system – one that is well prepared to respond to issues such as climate change and natural disasters. The division also helps the State pursue strategies to reduce greenhouse gas emissions through energy efficiency, renewable energy, and sustainable transportation.

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 research, analysis and interpretation of the division program’s rules, policies, procedures, and laws and serve as a division liaison to connect customers, applicants, partners, and interested parties with available division programs. Provide support, communicate, and collaborate to resolve issues with persons of diverse points of view as needed to research and process division program applications.

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
55%	N	E	<p>Research, Analysis, and Problem Solving</p> <ul style="list-style-type: none"> Research agency records and consult specialized references to respond to customer inquiries, including information from databases, knowledge articles, and website tools. Organize and administer the program databases, ensure data is entered accurately and in a timely fashion, and provide analysis of data as necessary. Manage public facing program email by reviewing, organizing, and performing appropriate actions needed. Prepare regular statistical reports and retrieve program information as needed for special reports. Review and process inquiries, reports, and applications received in the mail, by fax, or electronically in the Building Performance Standards program and in all division programs to include receiving, reviewing, and logging information through electronic platforms. Ensure the building energy information review and response process is accurate, timely, responsive to applicants, and consistent with Oregon statutes, administrative rules, and program rules and procedures. Prepare and distribute correspondence, such as follow-up on requests for information on incomplete submittals and other documents as required. Act as a liaison between the public and the agency, to clarify issues with building owners and customers and resolve problems or complaints. Seek assistance from manager or other team members when necessary. Calculate, monitor, and audit the monetary amount that may be claimed as an incentive to ensure that program limits are not exceeded; inform manager of discrepancies.

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"> Coordinate with staff on incentives to be awarded; ensure accurate and timely payment to eligible applicants.
			<ul style="list-style-type: none"> Maintain filing system of all physical and electronic records, including completed applications, building owner and representative information, incentive amount awarded, and any other documents needed to ensure complete program files.
			<ul style="list-style-type: none"> Review and update knowledge base and procedures.
45%	N	E	Information and Technical Assistance
			<ul style="list-style-type: none"> Serve as a point of contact for the Building Performance Standards and other energy codes and standards programs.
			<ul style="list-style-type: none"> Assist with coordination of stakeholder committees and scheduling of internal and external meetings.
			<ul style="list-style-type: none"> Research, identify, and communicate with Building Performance Standard covered building owners and representatives. Communicated with owners and industry about program requirements.
			<ul style="list-style-type: none"> Respond to questions and requests for information including, but not limited to, program rules and procedures, building energy reports and associated information, the status of program submittals and applications, incentive calculations, and expected incentive award dates via phone, mail, chat, online meetings, and email.
			<ul style="list-style-type: none"> Provide technical assistance to customers filing out online applications and reports. This will include high-level, simple troubleshooting of switching browsers, clearing cache, clarifying, and clearing system error messages to complete applications and reports.
			<ul style="list-style-type: none"> Document phone calls and communications which include customer contact information, core reason for customer call and resolution.
			<ul style="list-style-type: none"> Assist with maintenance of mailing lists and process program mailings.
			<ul style="list-style-type: none"> Assist in the preparation of informational handouts and program information for the agency website.
			<ul style="list-style-type: none"> Provide agency-wide administrative assistance as requested. This will include backup receptionist duties and telephone coverage.
			<ul style="list-style-type: none"> Schedule site inspection visits by selecting sites for inspection, maintaining calendars and schedule of appointments, and notifying the organization or individual to be visited.
			<ul style="list-style-type: none"> Coordinate and conduct site inspections.
Ongoing	N	E	Miscellaneous
			<ul style="list-style-type: none"> Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in team participation and collaboration through a willingness to assist and support co-workers, supervisors, and other work-related associations. Develop professional working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and collaborating to resolve problems in a constructive manner. Demonstrate openness to constructive criticism and suggestions to strengthen work performance. Contribute to a positive, respectful, and productive work atmosphere. Foster and promote the importance and value of a diverse and discrimination and harassment-free workplace. Respect diversity of opinions, ideas, and cultural differences. Promote and maintain an inclusive, diverse, and discrimination/harassment-free workplace.

			<ul style="list-style-type: none"> • Other duties as assigned. • Maintains confidentiality of information that is exempt from disclosure under Oregon's public records law. • Uses time management skills to meet expectations for quality, timeliness, and resources. • Regular attendance is required to meet the demands of this job and to provide necessary services.
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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.

Office environment is an open landscape with cubicles and audible distractions. Work is conducted in an open office environment with frequent interruptions. Simultaneously working on multiple tasks on a continual basis. Daily team interactions. Requires long periods of sitting, standing, and using a keyboard for work processing. Work requires lifting up to 50 pounds, bending, crouching, use of arms above the shoulders and standing. Work environment includes use of electronic audio/visual/computer hardware equipment. On rare occasions may include exposure to volatile or stressful situations and critical/hostile people. Employees must be able to complete work tasks under these types of conditions in the type of environment.

Occasional overnight travel and extended working hours. Employees are required to possess and maintain a valid driver's license issued by the state where the employee resides and maintain a satisfactory driving record or provide an acceptable alternate mode of transportation. Occasionally required to climb ladders, enter crawl spaces, attics, mechanical equipment rooms and tunnels subject to unusual environmental and physical conditions.

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 Revised Statutes
- Department of Administrative Services Administrative Rules
- Department of Energy Administrative Rules
- Department of Energy Policies and Procedures
- ODOE desk procedures
- Procedures in Electronic Processing Platforms including Customer Relationship Management systems (CRM)
- Knowledge articles, Guides, publications and information from department website and e-mails
- State, local, and model building energy codes and standards

b. How are these guidelines used?

In professional workplace conduct, responding to questions from ODOE staff, state entities, contractors and vendors, or the public, when determining compliance for processing work related forms and documents. Additionally, they will be used to ensure information provided to the public is consistent with program operations, and proper procedures are followed to provide the best possible service to the agency and the public.

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?
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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".

Agency Staff	By phone, email, chat, online meetings, in person	Provide or receive information	Daily
General Public, Building Owners	By phone, email, chat, online meetings, in person	Provide or receive information	Daily
Other State Agencies, Local governments, Energy Trust of Oregon, utilities, federal government, and industry organizations	By phone, email, chat, online meetings, in person	Provide or receive information	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position will make decisions within the parameters of established laws, rules, policies, and procedures and is expected to utilize individual judgment in making decisions on the most appropriate approach to the position's workflow. The incumbent is to exercise discretion in making decisions and resolving conflicts/problems with internal and external partners, customers and interested parties and is expected to seek guidance from appropriate agency leadership and/or staff for more complex issues as they mitigate a multi-task environment.

Decisions are made in the interpretation and application of statutory requirements, administrative rules, and the availability of funds for processing. Poor decisions; inaccurate interpretation and application of statutory requirements; and/or information provided may have an adverse effect on the credibility of the incumbent, division, and agency and could affect the ability of customers to understand program requirements.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance and Regulatory Manager 2	2325022	Through informal and formal conversations and meetings and through quarterly performance accountability feedback meetings	Quarterly	Establish expectations, measure progress, provide feedback, and evaluate effectiveness

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:

- Must successfully complete a criminal records check.
- Employees are required to possess and maintain a valid driver’s license issued by the state where the employee resides and maintains a satisfactory driving record or provide an acceptable alternate mode 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 cursor 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
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Appointing Authority Signature	Date
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