



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
December 23, 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: Program Analyst 2
b. Classification No: C0861
c. Working Title: Incentives Analyst
d. PPDB No/WD ID: 2325051
e. Section Title: Energy Development Services
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

l. 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 Development Services (EDS) Division administers grant programs to tribes, businesses, households, nonprofits, and the public sector to help Oregonians implement conservation, energy efficiency, resilience, and

renewable energy projects. Current programs include the Solar + Storage Rebate Program, the Community Renewable Energy Grant Program, the Energy Efficient Wildfire Rebuilding Program, two heat pump programs, Grid Resilience program, and a new two federally funded Home Energy Rebates and a Solar for All program. This Division is also responsible for overseeing the close-out of legacy incentive programs and related projects, including the Small-Scale Energy Loan Program.

**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:**

Serve as a key resource and subject matter expert on community benefits, education, and access to energy incentive programs. This role focuses on supporting Oregonians by providing information, resources, and guidance to help them utilize available energy incentives effectively.

**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
<b>60%</b>	<b>N</b>	<b>E</b>	<p><b>Program Research, Delivery, and Database Design</b></p> <ul style="list-style-type: none"> <li>• Design and manage a database to accurately report program metrics, including educational requirements for emerging home energy efficiency technologies, standard operating procedures, and program development decisions.</li> <li>• Gather insights from energy sector partners and the public to inform program design, implementation, and enhancements.</li> <li>• Collaborate with relevant partners to implement comprehensive education strategies aimed at increasing program accessibility for eligible participants and reducing barriers for low-income and underserved communities.</li> <li>• Research, design, and maintain educational tools; provide website content to the Communications Section, including resources for consumers and contractors regarding federal, state, and utility incentives.</li> <li>• Contribute to the development of education strategies, consumer protection plans, and community benefits plans to meet program requirements.</li> <li>• Analyze obstacles to energy incentive program participation and recommend strategies to enhance utilization.</li> <li>• Review applications for compliance with program regulations, rules, and statutes; assess project feasibility and make informed recommendations.</li> <li>• Recommend legislative concepts to expand or refine energy incentive program operations.</li> <li>• Gather and evaluate customer experiences and program outcomes to identify trends, satisfaction levels, and opportunities for improvement in energy incentive delivery.</li> <li>• Use insights from customer feedback and data analysis to recommend adjustments to educational resources, outreach strategies, and program operations to enhance overall accessibility and effectiveness.</li> </ul>
<b>40%</b>	<b>N</b>	<b>E</b>	<p><b>Program Monitoring &amp; Customer Experience</b></p> <ul style="list-style-type: none"> <li>• Offer guidance to contractors, homeowners, and the public on program requirements, educational activities, community benefits, and incentive information.</li> <li>• Communicate with incentive applicants to rectify errors and ensure adherence to program or funding requirements.</li> <li>• Create presentations in collaboration with partners; support committees, work groups, and task forces; attend forums related to energy incentive programs as assigned.</li> </ul>

			<ul style="list-style-type: none"> <li>Evaluate data to assess program progress; identify gaps and opportunities for improvement in educational resources on energy-efficient and low-emission technologies.</li> </ul>
			<ul style="list-style-type: none"> <li>Analyze collected data, generate reports reflecting accurate program metrics, and document outcomes for relevant stakeholders.</li> </ul>
			<ul style="list-style-type: none"> <li>Assess the impact of program participation on customers, including measuring satisfaction, program usability, and alignment with intended benefits through in person meetings and providing consultation to external and Tribal partners, and the public.</li> </ul>
			<ul style="list-style-type: none"> <li>Collaborate with internal and external partners to integrate customer feedback into program enhancements, ensuring a data-driven approach to improving user experience.</li> </ul>
<b>Ongoing</b>	<b>N</b>	<b>E</b>	<b>Miscellaneous</b>
			<ul style="list-style-type: none"> <li>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all people courteously and respectfully.</li> </ul>
			<ul style="list-style-type: none"> <li>Engage in team participation and collaboration through a willingness to assist and support co-workers, supervisors, and other work-related associations.</li> </ul>
			<ul style="list-style-type: none"> <li>Develop good 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.</li> </ul>
			<ul style="list-style-type: none"> <li>Demonstrate openness to constructive criticism and suggestions to strengthen work performance.</li> </ul>
			<ul style="list-style-type: none"> <li>Contribute to a positive, respectful, and productive work atmosphere.</li> </ul>
			<ul style="list-style-type: none"> <li>Foster and promote the importance and value of a diverse and discrimination and harassment-free workplace.</li> </ul>
			<ul style="list-style-type: none"> <li>Respect diversity of opinions, ideas, and cultural differences.</li> </ul>
			<ul style="list-style-type: none"> <li>Other duties and special projects as assigned.</li> </ul>
			<ul style="list-style-type: none"> <li>Maintains confidentiality of information that is exempt from disclosure under Oregon's public records law.</li> </ul>
			<ul style="list-style-type: none"> <li>Regular and consistent attendance is required to meet the demands of this job and to provide necessary services.</li> </ul>

**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.**

The office environment is an open landscape with cubicles and audible distractions. This position requires long periods of sitting, standing, using a keyboard and other computer operations, and the use of a cell phone. Work requires lifting and carrying objects of up to 20 pounds, bending, crouching, use of arms above the shoulders, and transporting oneself throughout the office and to remote work locations. The position requires substantial reading, writing, and development of documents that require focus, reading comprehension, and writing skills. The work environment includes the use of electronic, audio-visual, and computer equipment. These working conditions are experienced daily. The employee must be able to complete work tasks under these types of conditions in this type of environment. An employee in this position must be available to work Monday through Friday with a regular 40-hour work schedule. The position may experience exposure to volatile or stressful situations and critical/hostile people. Work may require extended hours during the legislative session, during an emergency, and as needed to accommodate short project timelines.

**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

- Federal laws and guidelines
- Department of Administrative Services Administrative Rules
- Department of Energy Administrative Rules
- Department of Energy Policies and Procedures
- ODOE desk procedures

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

These rules and guidelines provide the context within which this position may operate in performing its work and in developing its technical, policy, and program recommendations.

**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>			
Agency Employees	Meetings, phone, e-mail, virtual	Share information; coordinate and collaborate to meet goals and objectives of programs	Daily
Program applicants and Partners	By phone, email, in person, virtual	Exchange information, provide program and technical assistance	Daily
Applicant Partners	By phone, email, in person, virtual	Exchange information, provide program and technical assistance	Weekly
Other Oregon State Agencies	By phone, email, in person, mail, virtual	Exchange information	Weekly
Trade allies	By phone, email, in person, virtual	Exchange information, provide program and technical assistance	As needed
General Public	By phone, email, in person, virtual	Provide program and technical assistance	As needed

**SECTION 7. POSITION RELATED DECISION MAKING**

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

This position supports the implementation and administration of energy incentive programs by making decisions within established guidelines and collaborating with internal and external partners. Typical decisions involve evaluating program data, assessing customer and stakeholder feedback, and ensuring compliance with program rules and requirements.

The position determines the accuracy of program information, reviews incentive applications against established criteria, and recommends updates to educational materials and processes to improve program accessibility and outcomes. These decisions directly affect the efficiency of program delivery, the accuracy of information shared with the public, and the overall satisfaction of participants.

Effective decision-making in this role contributes to successful program implementation, alignment with federal and state requirements, and positive relationships with stakeholders, including contractors, customers, utilities, and community organizations. Poor decisions could result in delays, inconsistencies in program execution, and reduced trust in the agency's ability to deliver high-quality services, potentially impacting the agency's reputation and program success.

**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".*

Business Operations Manager 3	2325037	Through formal and informal conversations and meetings and through quarterly performance accountability feedback meetings	Quarterly	Establish expectations, measure progress, provide feedback, and evaluate effectiveness
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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? 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.
- The employee is required to possess and maintain a valid driver's license issued by the state where the employee resides and maintains a satisfactory driving record.

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
_____ Appointing Authority Signature	_____ Date		