



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
12/27/2024

Agency: Oregon Board of Chiropractic Examiners
Facility: Equitable Center
530 Center St NE, Salem, OR 97301

- This position is:
[X] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc – Supervisory
[] Mgmt Svc – Managerial
[] Mgmt Svc - Confidential

[] New [X] Revised

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title (Administrative Specialist 2), Classification No (C0108U), Effective Date, Position No (0510), Working Title (Operations Specialist), Agency No (81100), Section Title, Budget Auth No, Employee Name, Repr. Code, Work Location (Salem – Marion and remote location), Supervisor Name (Cassandra C. McLeod-Skinner, JD, Executive Director), m. Position (Permanent, Full-Time, Seasonal, Part-Time, Limited Duration, Intermittent, Academic Year, Job Share), n. FLSA (Exempt, Non-Exempt), If Exempt (Executive, Professional, Administrative), 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 purpose of the Board of Chiropractic Examiners is to protect the health and safety of the public through the licensing, regulation, and discipline of individuals practicing chiropractic within the State of Oregon. OBCE is statutorily responsible for the licensing of all active and inactive Doctors of Chiropractic and the certification of all certified chiropractic assistants in Oregon.

The Board's duties center on public protection and regulation of the chiropractic profession including licensing/certification, examination, complaint investigation and peer review, discipline, and ongoing development of policy and practice guidelines for the professionals managed by the program. The incumbent will primarily manage the agency accounts receivables, agency licensing and investigation software and website, licensee communications, administrative rules coordination, board meeting coordination and implementation, project liaison, IT lead for state initiatives, the Chiropractic Assistants (CA) renewal program, and the CA continuing education review and audit processes.

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:

The OBCE Operations Administrator supports the Board of Chiropractic Examiners, Doctors of Chiropractic (DCs), and the Chiropractic Assistants (CAs) through the management of licensee communication, the

development and implementation of new technology for internal staff and external users, and the operational evaluation and support for board members, internal staff, licensees, and the public.

This position monitors accounts receivable for OBCE through the tracking of payments, communication with licensees, and regular reporting required by DAS, SWARM, and the Legislative Fiscal Office. This position manages the development and implementation of new technology used by the DC and CA licensing systems and provides training and support to internal staff, licensees, and the public utilizing new systems. This position provides operational and administrative support by making operational change and rule recommendations, implementing changes, and communicating to licensees and the public surrounding new and changing rules. This position coordinates regular and special OBCE board meetings, manages recordings, hosts the public session, and provides recommendations to the Board, when appropriate.

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
15%	R	E	<p>REVENUE</p> <ul style="list-style-type: none"> • Consolidate and manage monthly revenue reconciliation and report to Dept. of Administrative Services' Accounting to meet revenue reporting requirements. • Manage monthly reconciliation reporting of SPOTS through US Bank to meet DAS requirements. • Develop weekly revenue reports from the NIC-USA online Transaction Processing Engine with DAS reporting to generate Excel reports for accountant (reformat per DAS requirement after download). Review weekly reports, research, flag, and correct errors. Resolves issues directly with Department of Revenue and/or Department of Justice. • Authorize and process refunds and chargebacks for licensee payments to align with Administrative Rule requirements and report to the Department of Administrative Services Accountant • Track and coordinate contact with debtors regarding civil penalties by serving as the agency collections officer in accordance with the Oregon Accounting Manual (OAM) policies and procedures; establish and maintain Board-approved payment plans with debtors or coordinate reporting to the Department of Revenue; create and maintain a complete and accurate spreadsheet of liquidated and delinquent accounts throughout the year according to the OAM, and update the licensees' accounts receivable files; track accrued interest; communicate progress to the Executive Director; communicate with debtors; and report quarterly and annually to the Legislative Fiscal Office. • Oversee referrals of liquidated and delinquent debt to Oregon Department of Revenue for collection and/or referral to private collection firms in accordance with the Oregon Accounting Manual (OAM). Report quarterly and annually to DAS's Statewide Accounts Receivable Management and annually to the Legislative Fiscal Office.
15%	R	E	<p>ADMINISTRATIVE RULES COORDINATOR</p> <ul style="list-style-type: none"> • Evaluate and review existing administrative rules (OARs) to identify and bring forward rule changes to the Executive Director and Board.

			<ul style="list-style-type: none"> • Apply proposed changes from the Executive Director, Board, and the public to current OAR language, or newly proposed language. • Organize and track the filing of notices and permanent rules with the OARD for rulemaking, per the Oregon Administrative Rule Database (OARD) on the Secretary of State's website, rule change requirements. • Oversee and generate rule hearing notices for proposed rules for licensees, the public, and other interested parties and ensure timely posting into the Oregon bulletin. This includes posting rulemaking hearing agendas and minutes through the OBCE's Sharepoint 2016 website and the Oregon Transparency website in accordance with OARD and state requirements.
20%	R	E	<p>INFORMATION TECHNOLOGY</p> <ul style="list-style-type: none"> • Manage Licensing Software and its Development. Software administrator and liaison for licensing, renewal, and investigative inLumon software including: ticket creation and management, testing, user account creation, establishing new fields, reporting queries, and application, renewal, or investigative requirement updates per Oregon Revised Statutes (ORS)/OAR changes and Board direction. • DAS IT Liaison. Serves as agency liaison with DAS IT. Communicate and collaborate with DAS IT for internal OBCE staff programming requirements, desktop issues, and security. Lead the review of IT and software for recommended changes to the Executive Director for the agency per statewide requirements and initiatives. • Learning and Development Lead, research, and manage DAS provided IT trainings to develop and bolster internal OBCE staff IT knowledge and learning. Develop and deliver training for both internal and external system users as needed. Identify, coordinate, and report learning opportunities for OBCE staff to the Executive Director. • Agency Website Maintenance. Manage agency website in Sharepoint 2016 environment that is used and referenced by both internal and external users in order to meet ORS/OAR, DA, and CJIS requirements; guide and facilitate the reformatting of agency forms, documents, and publications; draft and post regular updates regarding public notices, rule hearings and adoptions, policy and procedure changes, agency press releases, and e-Blasts/newsletters; ensure information and board actions are posted in the public search function; upload meeting minutes; update board and committee rosters; upload public records request log quarterly, update meeting dates; and upload new schedules for initial trainings and CE. • Educate internal staff and troubleshoot website errors; delegate and request a repair ticket in Oregon GovSpace when changes or corrections need to be made to website, renewal site, payment portal, or complaint form in accordance with ORS/OARs. Evaluate the site consistently and review for broken links, inaccurate information, and language updates. • Data Management and Communications Oversee and create an annual Customer Satisfaction Survey and distribute to licensees, complainants, and the public via email listserve and web posting, per agency Key Performance Measure requirements. Compiles initial data results and provides final report to Executive Director. • Manage and update the agency's Public Notice List and online Licensee Listserve (hosted by DAS) to ensure all notification requirements from OARD, Oregon transparency, and OARs are met. Manage inLumon mass email communication process.

20%	R	E	<p>CONTINUING EDUCATION (CE) (Primary)</p> <ul style="list-style-type: none"> • Perform multiple monthly renewal notification communications to certificate holders, requiring reporting, data organization, and direct communication with licensees. • Coordinate and respond to communication about Chiropractic Assistant (CA) about continuing education processes and requirements. • Monitor ad hoc committee participation and provide certificates of attendance for renewal credit. • Perform monthly CE audit for assistants: requiring specific reporting to generate random lists of licensees; communication with certificate holders regarding initial request for proof of CE, review continuing education courses for applicability and approve submissions, provide instruction for compliance, track compliance/non-compliance. • Determine when licensee is non-compliant, communicate with licensee, and issue and track civil penalty citation.
15%	R	E	<p>ADMINISTER CHIROPRACTIC ASSISTANT (CA) RE-CERTIFICATION PROGRAM</p> <ul style="list-style-type: none"> • Evaluate OARs and communicate re-certification requirements to CAs, supervising DCs, and clinic personnel. Manage and track completion and/or failure to comply and report to Executive Director and OBCE investigator(s) as needed. • Create and complete a review of the CAs due to renew twice a month; ensuring communication of renewal notice reminder to licensees. • Create and complete a review of Expired CAs who did not renew, twice a month; ensuring communication of renewal notice reminder to licensees. • Track and review required CE for each renewing CA, specifically proof of vitals training or when other board mandated CE is due, verify or obtain proof and notate in the licensee's profile. • Create and complete a review of the CAs who must discontinue to practice due to their non-renewal; ensure communication of discontinue to practice notice reminder to licensees and update certificate statuses as needed. • Review and approve completed renewals within licensing software to update record based off renewal completion. Review renewal application for criminal history disclosure/background check information. Coordinate communication to licensees when further information and documentation is required for renewal approval. • Advise Executive Director of special requests, exemptions, or criminal history disclosures; obtain additional documentation from the licensee for misdemeanors and felony records. • Assess for and make program recommendations to Executive Director for program improvements/efficiencies. Regularly review administrative rules regarding renewal process and make recommendations for change.

10%	R	E	OTHER BOARD ADMINISTRATION (Primary) <ul style="list-style-type: none"> • Create and prepare public session packets for, and participate in, quarterly and as-needed Board meetings; record, take meeting minutes, and provide editing recommendations for OARs; communicate pertinent decisions to public post meeting, per OARD and ORS/OAR requirements. • Manage updates and maintenance of agency forms and publications, including but not limited to: Guide to Policy and Practice Questions, Chiropractic Study Guide, and Oregon Chiropractic Practices and Utilization Guide. • Develop and draft articles for the quarterly e-newsletter regarding relevant topics based off recurring issues and recommendations for programs and processes. • Inform licensees during the Introduction to the Board meetings two times a year as a presenter on a panel with internal staff, the Executive Director, and Board members. • Track, record, and report licensee statistics monthly to Executive Director. • Organize and manage the onboarding of new employees to the OBCE and assign appropriate in-house training. • Manage and implement other projects or duties as assigned by the Executive Director.
5%	N	NE	OTHER DUTIES AS ASSIGNED

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.

Must be able to comprehend and communicate effectively regarding technology initiatives with state IT staff, third party vendors, and agency staff in writing and orally. Must be able to clearly communicate with licensees, other agency state employees, and agency staff in writing and orally, work independently, be highly detail-oriented, and assess situations and act in accordance with Board policies and rules. Some in-state travel 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.

- Oregon Statutes (ORS) and Administrative Rules (OAR)
- DAS Oregon Accounting Manual (OAM)
- Statewide Accounts Receivables Management (SWARM) website and policies
- Oregon Administrative Procedures Act Ch 183
- OBCE Guide to Policy and Practice Questions (P & P)
- Oregon Chiropractic Practices and Utilization Guide (OCPUG)
- Desk Procedure

b. How are these guidelines used?

- ORS and OAR are used to inform public of scope of practice and to regulate all licensees
- DAS accounting policies are used to process licenses/certificates and revenue appropriately
- OAM and OBCE Collections Procedures are used to process all collections of liquidated and delinquent (outstanding and due) accounts
- APA guidelines are used for rulemaking

- P & P is used to further delineate policies of the Board, and/or procedures and practices within the scope of chiropractic practice (communicated to insurance companies, licensees/CCAs, other licensing boards, health maintenance organizations)
- OCPUG is used to identify established practices for licensees by the Board within the scope of chiropractic
- Procedures Manual – all other established desk procedures

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?
NIC-USA	Web app/Email	Website fixes/updates	Weekly
Accountant	Email/Phone/Internet	Licensing & Daily Revenue	Weekly
Legislative Fiscal	Email/Internet	Reporting L & D Accounts	Quarterly/ Annually
InLumon	Email/Teams/Internet	Update/Maintain software/network system	Weekly
Other staff	In person/Email/Phone/Teams	IT/Licensing/Website/CE/complaints/tickets and requests	Daily
Executive Director	In person/Email/Phone/Teams	IT/Licensing/Website/CE/complaints/tickets and requests	Daily

SECTION 7. POSITION RELATED DECISION MAKING

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

Make program recommendations to Executive Director for adapting existing program procedures into improvements/efficiencies through problem-solving; implement approved recommendations.

Make recommendations for change, draft proposals for administrative rules.
Authorize and process refunds and chargebacks.

Act as liaison on behalf of the Executive Director between contracted IT and agency for software and hardware needs.

Act as liaison and project manager for inLumon SAAS implementation and maintenance.

Direct collections procedures and determine when licensee is non-compliant and issue and track civil penalty citation.

Review and determine if continuing education meets Board policy regarding appropriate education to meet CE standards.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Executive Director	512	Staff Meetings, one on one	Bi-weekly and monthly	Review and address extraordinary issues

