



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
February 2025

Agency: Landscape Contractors Board

Facility: Salem - Marion

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: <u>Administrative Specialist 2</u>	b. Classification No: <u>C0108</u>
c. Effective Date: <u>September 6, 2022</u>	d. Position No: <u>TBD</u>
e. Working Title: <u>Program Specialist</u>	f. Agency No: <u>97300</u>
g. Section Title: <u>Administration</u>	h. Budget Auth No: <u>TBD</u>
i. Employee Name: <u>VACANT</u>	j. Repr. Code: <u>UA</u>
k. Work Location (City – County): <u>Salem-Marion</u>	
l. Supervisor Name (Optional): <u>Annie von Domitz, Administrator</u>	
m. Position: <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share	
n. FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	o. Eligible for Overtime: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	

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 Landscape Contractors Board (LCB) is a semi-independent state agency that is responsible for the licensing and regulation of landscape construction professionals and landscape contracting businesses. The Board was established and operates under authority of ORS 671.510 to 671.760, ORS 182, ORS 183, and OAR chapter 808. The agency's primary mission is to protect consumers, assist in the prevention and resolution of landscaping problems, and ensure that landscape construction professionals and landscape contracting businesses comply with state laws. The Board protects the public by issuing licenses to those individuals who have demonstrated professional competence and continue to maintain their professional competence through continued education and licenses to landscape contracting businesses that meet the bonding, insurance, and other business-related conditions for licensure. The Board is committed to regulating landscape construction in the State of Oregon without unnecessary regulatory oversight of licensees and by providing fair and accessible entry into the profession for those who desire to be a part of this growing industry.

Landscape contracting businesses must post a surety bond, show evidence of liability insurance and license with the agency. Landscape construction professionals must meet specific experience requirements, pass a written test, and work either as an owner or an employee of a licensed landscape contracting business. Landscape contracting businesses must certify how they are independent contractors and must comply with workers' compensation, employment, and revenue laws. The agency licenses about 1,300 landscape construction professionals and about 1,200 landscape contracting businesses. The agency biennially processes approximately 100 claims filed against licensed landscape contracting businesses and processes over 400 enforcement actions against those who work or advertise without a valid license and licensees who fail to comply with LCB, workers' compensation, employment, revenue or independent contractor laws. The agency provides education and information to licensees and consumers and biennially processes more than 20,000 consumer inquiries for information and assistance with a full-time equivalency staff of 5.5 employees. The agency also works in cooperation with other state agencies to promote compliance with construction, employment, workers compensation, tax and independent contractor laws as a member of the Interagency Compliance Network.

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 primary responsibilities of the Program Specialist to provide ongoing cross-program support, including in areas of administration, the board, claims, enforcement, continuing education, and general customer service. This position provides a significant amount of customer service to the agency's stakeholders. This Program Specialist supports financial matters related to the agency such as accounting and audit response preparations.

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
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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".

45%	R	E	<p>Claims & Enforcement</p> <ul style="list-style-type: none"> Coordinates and schedules mediations for dispute resolution (claims) to include the agency, claimant, and licensee. Assists in the opening of new claims and enforcement cases in the database, prepares files and initial letters to claimant and respondent. Gathers documentation for both claim and enforcement case processing, including working with claimants and respondents to gain needed documentation. Identifies parties, locates addresses, and licensing statuses with other entities by using website tools, such as the Oregon Secretary of State Business Registry, skip tracing, licensing statuses with other state agencies, and other means to gather demographic information.
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			<ul style="list-style-type: none"> • Receives potential advertising violation cases and evaluates case material for potential statute violations. Identifies problematic language, prepares for Board review and action, and prepares Notices of Civil Penalties for consideration of the Program Manager. • Assists in processing case follow-up actions for enforcement cases, including the preparation of stipulated settlement agreements, military affidavits, suspension notices, and final orders, for consideration by Program Manager or Administrator. • Receives and posts civil penalty payments to case records in both electronic and hard copy files. • Determines when and assigns enforcement cases to Department of Revenue and/or private third-party collections for non-payment. • Develops and maintains tracking for site checks performed by staff and contract investigators. Generates reports, as requested. • Interprets laws, rules, policies, and procedures and applies those interpretations to situations regarding claims and enforcement
20%	R	E	<p>Education and Licensing</p> <ul style="list-style-type: none"> • Enhances and maintains the agency website presence, in accordance with enterprise-wide protocols, in coordination with the Licensing Specialist • Reviews and evaluates continuing education submissions from program sponsors and licensees to ensure all criteria outlined in rules are met and makes recommendation to the Administrator for approval. • Conducts monthly continuing education audit and routes violations to enforcement process. • Serves as back-up for the Licensing Specialist. • Interprets laws, rules, policies, and procedures and applies those interpretations to situations regarding licensing requirements
30%	NC	E	<p>Other Administrative Financial</p> <ul style="list-style-type: none"> • Tracks all civil penalty collections and completes quarterly and annual liquated and delinquent reporting to Statewide Accounts Receivable. • Processes agency daily checks through the online banking depositing system. Reconciles daily deposits and resolves issues. • Collects and processes licensing related fees, civil penalty payments, and collection payments. • Enters all deposits into accounting software at least weekly.

- Prepares all agency bill payments for approved invoices at least weekly.
- Prepares monthly petty cash reconciliation.
- Assists agency in biennial financial review or other financial audit responses.
- Assists with bank reconciliations, by compiling supporting documentation for Program Manager. Coordinates with the Program Manager to resolve discrepancies.
- Makes cash deposits at the bank as needed.

Information Technology (IT)

- Tracks and coordinates IT services such as copier and computer hardware and software replacement lifecycles.
- Maintains asset lists for IT and other office equipment.

Meeting Support

- Compiles, packages, and distributes board packet documentation to board members and staff.
- Coordinates and secures facility for meetings to be held, including use of white board and conference phones as needed. For virtual meetings, assist with the creation of the virtual meeting and recording of the meeting.
- Performs the following functions for board meetings:
 - Coordinates and secures facility for meetings to be held, including use of related equipment as needed.
 - Coordinates and orders catering for meals for all attendees.
- Prepares board meeting minutes for review and approval of Program Manager, Administrator, and board members.

Laws & Rules

- Explains agency laws and rules for stakeholders.
- Evaluates on an annual basis, rules adopted 5-years prior to determine continued need and makes recommendations to the Program Manager for modifications, if any.
- Drafts initial rule language for non-complex rules cross multiple program areas for review by the Program Manager.

Other Administrative

- Prepares statistical data on licensing, enforcement, and claims on a monthly and ad-hoc basis.
- Updates policies and procedures across all program areas as changes occur.

5%	NC	NE	Other duties as assigned.
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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.

Employee works in an office under conditions of moderate noise levels and the nature of the work requires long periods of sitting, occasionally standing and exposure to conditions that may cause eyestrain.

There is a high degree of exposure to angry, impatient and sometimes irrational individuals, usually, but not always, by telephone several times a week.

There is some travel required (some weekends) to board meetings and trade shows, which involves transporting files and other materials. Must be able to lift and transport 40 pounds. Overtime may be required during periods of a heavy workload or required meeting attendance.

Some work may be able to be completed remotely at times. Based on the ability to meet business needs and maintain service levels to the public, permission to work remotely will be granted at the discretion of the Administrator.

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.

- ORS Chapters 183, 671 & 670
- OAR Chapter 808
- Administrative Procedures Act
- Public Records and Meetings Manual
- Agency's Employee Manual
- DAS policies and LCB adopted policies

b. How are these guidelines used?

All actions taken on a license, claim or enforcement process must meet the procedural requirements set forth in these documents. The ORS and OAR chapters listed above are interpreted in correspondence and by telephone to claimants, licensees, bonding companies, attorneys and others seeking information.

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>			
Public	Email/Telephone/Mail/In-Person	Education/Case Processing	Daily
Board Members	Email/Telephone/Mail/In-Person	Provide Information	As needed
Licensees	Email/Telephone/Mail/In-Person	Claim/Enforcement/License Process	Daily
Attorneys	Email/Telephone/Mail/In-Person	Claim/Enforcement/License Process	Weekly
Other Agencies	Email/Telephone/Mail/In-Person	Claim/Enforcement/License Process	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

This position interprets relevant sections of ORS Chapters 671 & 670 and OAR Chapter 808 and that interpretation is used to determine if program sponsors' and licensees' continuing education submissions meet criteria in law and rule. Submissions meeting requirements set forth in laws and rules support stakeholders' understanding of the expectations and prevent non-compliance. Evaluating non-compliant submissions provide substantive arguments for continued outreach planning initiatives.

This position interprets relevant sections of ORS Chapters 671 & 670 and OAR Chapter 808 and that interpretation is used to determine licensees' compliance with relevant laws. Violations, by statute, carry civil and potential criminal misdemeanor charges, depending on the seriousness of the violation. These initial findings can impact a person's or business's ability to practice landscaping in the state of Oregon. This position provides research/guidance for the board related to administrative hearings procedures.

This position determines if enforcement cases should be forwarded to the Department of Revenue or private third-party collectors. This decision increases the success rate of receiving payment for outstanding penalties.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

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

Board Administrator / Agency Head 8	000000109672	In-person, email, or phone	As needed and yearly	Work assignments and problem resolution, as well as performance reviews
			Bi-annual	Performance evaluation

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:

REQUIREMENTS:

- Expert customer service experience with strong experience in verbal and written communication skills.
- Must possess a driver’s license in good standing or be able to provide an effective alternative method of transportation.

Desired Attributes:

- Systems & Information Management - Proficient in the use of Microsoft Word, Outlook, Excel, PowerPoint and databases to successfully work in a remote work environment with little oversight; Basic knowledge of research techniques sufficient to collect, analyze and interpret information
- Organization & Planning - Ability to organize and balance conflicting workloads with a high level of independence, flexibility, attention to detail, and problem solving.
- Communication - Excellent written composition skills including the ability to proof correspondence and written technical information (identify and correct grammatical, format, and spelling errors); Skill in communicating with persons of diverse points of view to resolve problems; Skill in explaining information to the public (in person, on the telephone, or in writing) laws, rules or policies relating to a particular program, operation, or service.

- Customer Service & Professionalism - Ability to deal with the public in a positive and accurate manner with patience and courtesy; Deliver services at outstanding customer service levels that meet or exceed the agency and section's Standards of Service Delivery; Approach all interactions with a high degree of professionalism, even under sensitive/difficult circumstances.
- Related experience - General knowledge of, and experience in explaining laws, rules, policies, procedures; Experience working in the areas of administrative law, licensing, or claims; Experience and skill working with financial and/or accounting systems and information.

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