



State of Oregon Position Description

Company: Department of Administrative Services
Organization: Risk Consulting Unit - DAS
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Administrative Specialist 2 (AM)	Job Profile ID:	C0108
Business Title:	Program Admin Assistant	Position ID:	000000029087
Employee Name:	TBD	Company ID:	10700
Representation:	OAS	Budget Auth No:	516520
Location:	Salem DAS General Services Building		
Supervisor:	Bonnie Robbins (Business Operations Manager 2)		
Position:	Administrative Specialist 2		
Time Type:	Job Share (AM)		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Oregonians.

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:

This position assists the Risk Consultation Unit Manager in the ongoing direction of the program or operation. Provides both administrative and technical support to the Risk Management program in administering statewide Risk Management program services. This position is required to have a comprehensive knowledge of the program.

SECTION 3. JOB DESCRIPTION

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.

45%-NC-E

Core Duties:

- Provide liaison and communications support to Risk program managers and staff with program customers, other state agencies, and officials regarding program services, rules, and policies; research and prepare information and data for management administrative action.
- Assist program managers in monitoring program activities and projects.
- Provide support for various meetings/committees/events as necessary including scheduling, presentation materials and meeting minutes.
- Provide administrative research, evaluation and interpretation of Risk statutes, policies, and procedures as well as for team projects.
- Research, analyze and evaluate issues to resolve administrative problems and requests for general program information.
- Monitor, maintain and respond to emails that are sent to the general email box.
- Reserve state vehicles from Motor Pool using the proper reservation procedures.
- Create, maintain, and update templates for various use using Adobe Pro.
- Review, maintain and clean the shared drive on a quarterly basis.
- Administer the Citizen Report program on state vehicle use and driving program. Initiate agency investigation and review; coordinate investigation and response to citizen; maintain citizen report files and database.

40%-NC-E

Risk Consultation Team Support:

- Coordinate with State Accident Insurance Fund (SAIF) and Department of Corrections (DOC) in processing, tracking, and monitoring Adult in Custody (AIC) injury claims; research information and data to prepare summary claims reports; review and administer AIC injury billing and payment processing.
- Coordinate program-related trainings and special events; provide support for the Risk Consultation Unit and other program-related meetings. Record and distribute meeting minutes; prepare itineraries and meeting agendas; maintain program-related activity logs and records; maintain program administrative files, policy & procedure manuals, handbooks, and others as assigned.
- Backup for Risk webmaster, which includes maintaining, updating, editing and support for Risk Management web site, coordinate IT support to resolve operating needs and requirements as needed.
- Provide administrative support in the commercial insurance program; prepare billings, payroll reports, premium payment requests for out of state workers' compensation policies.
- Maintain administrative files, index system(s), data records, resource libraries, and operating procedures for all risk management program areas;

10%-NC-E

As assigned by Risk Manager or Risk Consultation Unit Manager, take primary or secondary role in any of the following functions:

- Coordinate and make arrangements for ergonomic safety and health evaluations of Risk Management for workstations and work processes.

5%-NC-NE

Program Support:

- As needed, provide assistance and back-up to administrative support services section within division program areas, to include, reception desk, and related customer service areas.
- Provide back-up assistance in record data input; ordering supplies and materials; and maintaining inventory of program supplies, equipment, and property.
- Coordinate meeting arrangements and other program-related projects as assigned.
- Any other duties as assigned by managers

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.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Revised Statutes, including ORS Chapter 278 & Chapter 30 (Oregon Tort Claims Act)
- Oregon Administrative Rules (OAR) including OAR 125-155
- DAS, EGS, and Risk Rules, Policies and Technical Manuals, including citizen report policies and processes
- Secretary of State Record Retention Schedule
- Attorney General Opinions
- Governor's Executive Orders

How are these guidelines used?

The guidelines are used as the basis for providing technical expertise in all areas related to the program, risk management/consulting and claims management. They are used in the analysis and development of action plans and program recommendations and in the performance of job duties ensuring compliance with all applicable mandates in the Risk Management program areas.

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	How	Purpose	How Often?
Agency Employees	In Person, by mail, email or telephone	Fact-finding	As Needed
Citizens	In Person, by mail, email or telephone	State Vehicle Reporting	Daily
Claimant Attorneys	In Person, by mail, email or telephone	Triage of subject matter at hand	As Needed
Claimants	In Person, by mail, email or telephone	Triage of claim questions	As Needed
DOJ Attorneys & Staff	In Person, by mail, email or telephone	Triage of subject matter at hand	As Needed

SECTION 7. POSITION RELATED DECISION MAKING

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

Makes decisions regarding administrative services in support of Risk Management program administration and operations, processes, and procedures. Mistakes could result in reduced efficiency and effectiveness in program procedures and processes.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
BOM 2	2100146	In Person, by mail, email or telephone		
BOM2	2100146	In Person, by mail, email or telephone		
As Needed	Regular check ins; Review and progress of work			
Quarterly	Performance Evaluation			

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Excellent conflict management and diplomatic communications.
- Ability to work independently and in a team.
- Ability to collect, analyze and interpret data, communication and apply complex information from multiple sources.
- Ability to tactfully gain cooperation of others.
- Program monitoring and coordinating ability; high level of critical problem identification and solving; accurate and credible data analysis and report writing.

Unit Behavioral Expectations:

- Promote excellent customer service at all times.
- Be receptive to constructive feedback and alternative viewpoints at all times.
- Exhibit team skills through participation in team projects, assistance, and support to co-workers.
- Effectively and efficiently identify and resolve problems.
- Improve policies, processes, and tools to benefit our customers and to support a more effective and efficient program infrastructure

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
N/A	N/A	N/A

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

M

Appointing Authority

Date