



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
4/24/24

Agency: Agriculture

Facility: Plant Protection & Conservation Programs Area

[] New [x] Revised

This position is:

- [x] Classified
[] Unclassified
[] Executive Service
[] Mgmt Svc - Supervisory
[] Mgmt Svc - Managerial
[] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Administrative Specialist 1
b. Classification No: C0107
c. Effective Date:
d. Position No: 0562160
e. Working Title: Program Assistant
f. Agency No: 60300
g. Section Title: IPPM
h. Budget Auth No:
i. Employee Name:
j. Repr. Code: OAO
k. Work Location (City - County): Wilsonville-Clackamas
l. Supervisor Name: Cody Holthouse - IPPM
m. Position: [x] Permanent [] Seasonal [] Limited Duration [] Academic Year
[x] Full-Time [] Part-Time [] Intermittent [] Job Share
n. FLSA: [] Exempt [x] Non-Exempt
If Exempt: [] Executive [] Professional [] Administrative
o. Eligible for Overtime: [x] 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.

This position exists in Plant Protection and Conservation Program under the Insect Pest Prevention Management (IPPM) program which was developed to protect Oregon by detecting the introduction of, preventing the spread, and obtaining control or eradication of injurious plant pests, including insects and other invertebrate pests. IPPM conducts surveys statewide which impact Oregon's agricultural and horticultural community as well as natural resources in urban and rural environments. This program is an important component in the agency's mission to ensure the protection of natural resources, and promote agricultural economic development. The IPPM program has general and lottery funded budgets. Federal and other funds also form an important part of the total budgets.

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 serves as administrative support for the Insect Pest Prevention & Management (IPPM) Program working closely with the Program Manager, Operations Manager, and their staff. This position is adaptable and

responsive to changing needs and occasionally may assist other programs within the Plant Protection and Conservation Program Area.

This person frequently receives inquiries from the public and from interested agricultural parties. Responses require interpreting and explaining program-related policies and regulatory requirements. This employee may be asked to review correspondence, documents, and administrative rules for accuracy and content. This position also assists with general duties such as preparing meeting materials, assisting with event planning and coordination, documenting meeting notes, supporting new hires, assisting with travel arrangements, answering program phone lines, mailing duties, and other tasks as needed.

This position coordinates program activities which include but are not limited to placing and tracking equipment orders; the development of program systems; data entry; and using databases to summarize program activities (under the direction of the program managers). Other tasks may include editing, proofing, printing & distribution of program correspondence, documents, annual reports, outreach materials, and other public-facing documents.

This position may help the program manager organize cooperative agreements with USDA APHIS PPQ, USDA USFS, along with other federal grants totaling more than one million per biennium.

This person coordinates the development of program databases, using these databases to summarize program activities and informs staff of relevant information when needed.

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
35%	R	E	<p>Administrative Assignments:</p> <ul style="list-style-type: none"> • Provides administrative support to the IPPM Program Manager and Business Operations Manager. Support includes tasks such as typing correspondences, making calls, scheduling appointments, creating excel spreadsheets, etc. • Reviews and enters applications for apiary registration. This process requires time spent entering information into Excel or other data collection software. • Reviews for completeness and enters public consent forms for IPPM program projects. • Gathers appropriate seasonal and programmatic information from managers, HR, payroll, and compiles all documents into binders for trappers each year or as needed. • Maintains inventory of office supplies and equipment. • Organizes and orders program supplies and equipment. • Reserves spaces for meetings and events using outlook calendar or other reservation software specific to ODA buildings or third-party venues. • Explains administrative forms and procedures to program staff. • Consolidates and organizes office supply orders for the program into helpdesk tickets. Requires communication with ODA procurement team.

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"> • Responsible for managing an agency-issued SPOTS credit card for program purchasing needs. Purchase statements and receipts to be turned into manager or designated approver. • Records meeting minutes for the program area as needed. • Arranges the creation of staff identification key cards and credentials at request of the program manager or operation manager. • Distributes program outreach materials such as posters, booklets, brochures, and flyers, to regional offices and or mail outs to public. • Helps to arrange IPPM insect museum visits, working closely with the lab team. • Directs incoming public insect identification requests to appropriate lab team members.
35%	R	E	<p>Customer Service:</p> <ul style="list-style-type: none"> • Demonstrates and fosters an attitude of being open and friendly to the public, and agency staff. • Answers program phone line(s) and responds to all calls and voicemails in an urgent, timely fashion. • Responds to public questions and complaints, connecting with management staff on these issues as they arise. • Deescalates difficult public interactions and situations. • Works to find ways to help customers solve their problems and connect them to appropriate NRS or management staff. • Educates customers on the values and mission of the IPPM program. • Assists customers with program regulation compliance by explaining the laws, rules and policies. • Stays up to date on program projects and informs the public of active survey, eradication, or management actions occurring in their area upon request. • Serves as a liaison with program staff, the general public, and other governmental cooperators to insure prompt and accurate service. • Communicates on a regular basis in person, by telephone, and in writing with agency staff, other State and local government agencies, private agencies, and/or the public to provide or request information.
30%	R	E	<p>Coordination:</p> <ul style="list-style-type: none"> • Assists manager(s) in scheduling of interview dates/times with pre-selected candidates using phone, Microsoft teams, or other scheduling software. • Acts as the workforce liaison and processes new staff I9 verification during onboarding. This requires following directions from Human Resources, tracking tasks in the Workday Human Resource Information System (HRIS), and the ability to check new employee Identification documents for employment verification to work in the United States. • Tracks, maintains, and updates seasonal staff lists of phone numbers and relevant contact information on Microsoft excel, system access menu, or other relevant data collection software. • Tracks, maintains, and updates a spreadsheet of reoccurring program monthly and annual payments including webpage hosting, subscriptions, and events.

- | | | | |
|--|--|--|---|
| | | | <ul style="list-style-type: none"> • Arranges and assists with program staff travel reservations and arrangements. Travel forms require basic Microsoft excel skills. • Reviews program travel expense forms for staff reimbursement to ensure information is complete and accurate and then give the forms to program manager for final review and approval. • Reviews agency SPOTS credit card statements from card-holding staff members before they go to the program manager for final review and signature. Review requires that all transactions have respective receipts so manager can reconcile charges appropriately. Assist SPOTS card holders in setting up PDF files or adobe signature prompts of statements, receipts, agendas, etc. for program manager to review and sign. • Help edit seasonal handbooks and training materials under the direction of NRS4 lead survey coordinator and/or program manager. • Arranges program level meetings at manager request and records minutes as needed. • Oversees the editing timeline of the program annual report and alerts manager and impacted staff to any upcoming deadlines. • Under advisement of the program manager, maintains and tracks federal grant applications and agreements totaling more than one million per biennium in collaboration with program manager as needed. • Arranges and oversees the submission of program printing and distribution projects. This is done through the help desk system with advisement coming from procurement team as needed. |
|--|--|--|---|

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.

Daily contact with agency staff and the public via phone calls, emails, and in-person connection. Often confronted with agitated or concerned public individuals regarding program projects or policies requiring careful and tactful responses. Frequent contact with industry and government cooperators to provide information and resolve problems relating to division programs, policies, rules, and laws. Possible limited overnight travel.

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 Title 46. Agriculture.

- Chapters ORS 561.510 – 561-630 (Quarantine Powers)
- Chapter 570 (Plant Pest Control; Invasive Species)

Oregon Revised Statutes Title 48. Animals.

- Chapter 602 (Bees)

Oregon Administrative Rules (OAR):

- Chapter 603 (Department of Agriculture) - including, but not limited to, divisions pertaining to admin functions, apiary registration, and pest & disease control.

IPPM Program Survey Technicians Handbook

b. How are these guidelines used?

Knowledge of Oregon’s pest laws, regulations, and quarantines are required to accurately respond to inquiries concerning various licenses, rules, and quarantines administered by the program area. These departmental policies and rules define the duties and authority of the department in the protection of Oregon from economic pests.

Familiarity with the Survey Technicians Handbook is required to respond to staff and public inquiries regarding IPPM program survey functions. This handbook provides current program information and job duties for technical and field staff during seasonal surveys.

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>			
General public	Person/phone/e-mail	Engagement, requests for general pest and program information, staff contacts, complaints, conflict resolution	Daily
Information Services	Person/phone/e-mail	Technological problem solving, navigating system malfunctions	Weekly
County extension personnel	Person/phone/e-mail	General import/export information, assistance, and directing public requests for information	Weekly
Oregon Invasive Species Council	Person/phone/e-mail	Directing public requests for info., assisting with reporting phone lines, and assisting with invasive species public record keeping and reports.	Weekly
Grant project applicants	Person/phone/e-mail	Assisting with grant data entry	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

Prioritizes and schedules daily admin activities and responsibilities based on manager needs and that of the IPPM program. Discerns public needs by phone, email, and in person, responding personally or relaying such information to manager(s) or lead staff for next steps. These decisions affect the efficiency, productivity, and accuracy of the work conducted in the IPPM program.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Principle Executive/ Manager D	0147360	Official and informal conversations on work progress or concerns as problems arise. Official reviews quarterly and annually.	Daily/weekly	To determine achievement of overall program objectives, and to determine program conformity with Oregon law and agency policy.
Principle Executive/ Business Operations Supervisor 2 (Operations Manager)	1198490	Official and informal conversations on work progress or concerns as problems arise. Official reviews quarterly and annually.	Daily/Weekly	Review work for completion of assignments and conformity to established office procedures and priorities.

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? _____
 How many employees are supervised through a subordinate supervisor? _____

- 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:

This position requires:

Proficiency in operating Apple products (iPhones, MacBooks, etc.) and Microsoft Office Suite applications are needed to perform daily job duties. Microsoft Office Suite applications include Outlook email services, Teams, Word, Excel, and PowerPoint. Additional applications used include, but are not limited to, ArcGIS, FileMakerPro, Adobe, and Photoshop. Familiarity with the operation and maintenance of modern printer/scanner/fax machines, meticulous typing skills, and the ability to enter and extract data from databases are essential to the position.

The diversified areas in the IPPM program require initiative and the ability to work independently and in teams. Teamwork and exceptional customer service require advanced communication skills. This person must be respectful to the public, customers, coworkers, and management. Good organization, flexibility, adaptability, and acute attention to detail are essential skills for daily work responsibilities.

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 curser 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