



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
September 2024

Agency: Oregon State Board of Examiners for Engineering & Land Surveying

Location: Salem, Oregon

Form status: New/Revised

This position is:

- Classification options: Classified, Unclassified, Executive Service, Mgmt Svc - Supervisory, Mgmt Svc - Managerial, Mgmt Svc - Confidential, Unrepresented

SECTION 1. POSITION INFORMATION

Form fields for position details: a. Classification Title: Office Specialist 2; b. Classification No: C0104; c. Effective Date: January 1, 2014; d. Position No: 066923; e. Working Title: Receptionist; f. Agency No: 96600; g. Section Title: Business Operations; h. Budget Auth No; i. Employee Name; j. Repr. Code: OAS; k. Work Location: Salem, Marion; l. Supervisor Name: Danee Koonce; m. Position: Permanent, Full-Time; n. FLSA: Non-Exempt; o. Eligible for Overtime: Yes

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 State Board of Examiners for Engineering and Land Surveying is authorized to examine, register, and regulate professionals and investigate allegations against unlicensed persons who engage in the practice of engineering, land surveying, photogrammetric mapping, and water right examination.

Additionally, the Board assures Oregon's citizens that professional engineers, land surveyors, photogrammetrists, and certified water right examiners registered to practice in Oregon are qualified in fields in which technical and professional knowledge and ability of the professional are required.

regulatory laws and rules by carefully investigating any complaints or information relating to violations of ORS 672.002 to 672.325; and effectively disseminating information regarding the Board goals and activities to licensees and the public.

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 purpose of this position is to perform reception and filing duties and to provide general clerical support for the Board staff and Board Members. This position is responsible for the Board phone coverage and general email inbox. This position greets the public and forwards inquiries to the appropriate department. Additionally, this position is responsible for various record keeping, tracking systems, and mailings. This position also provides basic back up coverage for the Accounts Specialist position during peak renewal times.

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
At all times	NC	E	<p>Expectations of all OSBEELS employees:</p> <ul style="list-style-type: none"> • Perform duties in a manner that promotes quality customer service and encourages effective and productive working relationships, including treating everyone fairly, courteously, and respectfully. • Exhibit team skills and team participation through willingness to help and support co-workers and participate in team projects. • Contribute to the mission and goals of the agency by identifying and resolving problems in a constructive manner; improving processes and materials to benefit our customers; being responsive to our customers and co-workers; improving personal skills; and demonstrating openness to constructive feedback and suggestions. • Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity-related efforts in order to diversify the workforce. • Regular and consistent attendance is essential to meet the demands of this job and provide necessary services.
35%	R	E	<p>Front Office</p> <ul style="list-style-type: none"> • Provides customer service/reception for both telephone and walk-in customers and visitors, including but not limited to: answering routine inquiries, directing complex calls to appropriate department and/or staff, retrieving, forwarding, and taking messages, and maintaining professionalism while being the first point of contact. • Manages and maintains the lobby, conference room, and kitchen areas. • Opens, sorts and distributes in-coming postal mail and email to the proper department and/or staff in a timely manner;

			<ul style="list-style-type: none"> • Secures incoming payments by cash, check, and money order in the Accounts locker. • Processes out-going mail through USPS, FedEx, and State Shuttle; • Generates all professional wall certificates and declarations; • Sends email notifications to Accounts Specialist Staff and Regulation Department Staff when payments for civil penalties are received; • Scans and makes electronic deposits to Washington Federal Bank, regularly; • Takes deposits to Washington Federal Bank, regularly; • Generates general letters; • Process general requests; • Enters confidential customer data to create new files; • Performs data entry, including but not limited to: death notifications, and miscellaneous fee entries for various requests; and • Maintains and regularly updates desk manual for position.
30%	R	E	<p><u>Filing / Records</u></p> <ul style="list-style-type: none"> • Performs alphabetical sorting and filing activities; • Locates and distributes files as directed; • Retrieves and files away files and records; • Purges files according to Retention Schedule; • Updates file information, including the database, from available sources; • Scans existing files and uploads documents to User Profiles in the MyOSBEELS system; • Copies records and mails them in response to requests, and in coordination with the Records Officer; • Images documents as needed; • Assists in the preparation of permanent records to the State Archives; • Processes large mailings; • As needed, makes copies, faxes; and • As needed, arranges for recycling (confidential and e-waste).
15%	R	E	<p><u>Board and Committee Preparation</u></p> <ul style="list-style-type: none"> • Maintains list of persons and groups that have stated in writing that they wish to be notified of every meeting of the Board, including Committee meetings, and providing notice of those meetings. Notices are provided by email and/or postal mail as requested (see ORSs 183.335(8) and 192.640); • Act as the Board's contact for meeting accessibility requests (See ORS 192.630(5)); • Creates public comment sign-in sheets for all meetings; • Makes reservations and/or catering for lunch meetings; • Makes reservations for Board lodging, as needed; and • Ensures the kitchen area and conference room are clean and presentable before and after all meetings.
10%	N	NE	<p><u>Accounts Backup</u></p> <ul style="list-style-type: none"> • Process straightforward renewals in the MyOSBEELS system during peak renewal times (generally during the months of June, July and November, December)

5%	R	E	Office Support <ul style="list-style-type: none"> • Routes publications from the National Council of Examiners for Engineering & Surveying (NCEES) and other Board jurisdictions (i.e., Idaho Board, Washington Board, etc....) to Staff; • Calls and arranges for service maintenance and repairs, as necessary on office equipment; • Runs office related errands; • Keeps track of office supplies and order supplies as needed; • Return cans and bottles to the Board's BottleDrop account; • Performs a variety of clerical duties and assist with projects as needed.
5%	N	E	Other <ul style="list-style-type: none"> • 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.

The work requires coordinating multiple projects at the same time. Most of the work performed is in a typical office environment with extended sitting and use of computer and telephone for long periods of time. May require occasional in-state travel. May occasionally involve contact with hostile or uncooperative individual(s) in person, on the phone, or by written correspondence. Must have and maintain a valid driver license.

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.

The established guidelines used in this position include: Oregon Revised Statutes, Oregon Administrative Rules, Board policies and procedures, opinions of the Assistant Attorney General, Attorney General's Public Records and Meetings Manual, guidelines for record storage at the OR State Records Center, and the reception desk manual.

b. How are these guidelines used?

These guidelines must be utilized to determine the appropriate direction.

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?
Management	phone, person, writing	Information	Daily
Coworkers	phone, person, writing	Information	Daily
Board Members	phone, person, writing	Information	As needed
Assistant Attorney General	phone, person, writing	Information	As needed
General Public	phone, person, writing	General information regarding the programs of OSBEELS	Daily
Registrants/Applicants	phone, person, writing	Information	Daily
Other Jurisdictions	phone, person, writing	Information	As needed

Vendors	phone, person, writing	Misc. Services	As needed
Other Agencies (i.e., state and federal)	phone, person, writing	Information	As needed

SECTION 7. POSITION RELATED DECISION MAKING

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

General knowledge of OSBEELS and what each position is responsible for in order to answer routine questions and forward calls and distribute mail appropriately. Requires independent judgement to make decisions or select courses of action based on laws, rules, policies and procedures.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Support Manager	S966020	Observation & reviews work product	Daily, weekly, monthly	The observation of drafts, reports and correspondence.
		Written / in person	Annual	Performance Evaluation

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? N/A
- 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:

The tasks performed by this position are detail intensive. High organizational skills and attention to detail are required. Ability to manage multiple projects at the same time. Capability to prioritize tasks effectively and follow tasks from start to finish. Ability to take oral and written instructions. Ability to communicate effectively, both verbally and in writing. Maintains confidentiality and security of files.

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

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

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SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date