



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
11/14/2024

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc – Supervisory
Mgmt Svc – Managerial
Mgmt Svc - Confidential

Agency: Water Resources Department

Facility: North Mall Office Building

New Revised

SECTION 1. POSITION INFORMATION

Form fields for Section 1: Classification Title, Classification No, Effective Date, Position No, Working Title, Agency No, Section Title, Budget Auth No, Employee Name, Repr. Code, Work Location, Supervisor Name, Position type, FLSA status, and Eligible for Overtime.

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 principal mission of the Water Resources Department is the administration of the water of the State of Oregon for the benefit of the people of the state. Water may not be used without authorization from the Department unless the use is exempted by Oregon law. Most uses require authorization from the Department to be legal. The Water Right Services Division (Division) is responsible for evaluation of all water right, transfer, extension of time for both permits and transfers, instream lease, allocation of conserved water, and limited license applications. In addition, the Division administers the following water right-related programs: water right certification; permit cancellation; adjudication of pre-1909 vested water rights; water management and conservation plans; hydroelectric licensing; water right information and customer service; and water right program and policy development.

The Division is responsible for public notice of applications and for responding to public interest inquiries and concerns. The Division receives and evaluates comments and protests concerning proposed water

uses. The Division must ensure coordination with local governments and other state and federal agencies concerning proposed water allocations. Final determination of water right related applications involves a legal property right and may involve litigation in Oregon or federal court.

The Transfer and Conservation Section (TACS) is under the Water Right Services Division. TACS is responsible for administering the transfer, district transfer, allocation of conserved water, flow restoration, water management and conservation, and reclaimed water use programs.

Work performed in this position directly addresses Department priorities to modernize the management of Oregon's surface water and groundwater resources to meet instream and out-of-stream uses and to foster a forward-looking team dedicated to serving Oregonians with integrity and excellence, through implementation of the following Strategic Plan objectives: 1) to modernize water transactions systems and processes; 2) to maintain technical excellence and improve customer service by investing in training for staff; and 3) to improve agency communications.

Work performed in this position supports the Department's Vision and Mission Statement by directly addressing Oregon's water supply needs. It also supports the advancement of the Department's Core Values of:

- **Integrity** – We are accountable for all that we do. We act with honesty and promote transparency.
- **Service** – We are dedicated to providing outstanding service and treating everyone equitably in our management and stewardship of state resources.
- **Technical Excellence** – We base our resource decisions on law, science, and expertise.
- **Teamwork** – We are united in our mission, relying on one another and working together with the communities we serve.
- **Forward Looking** – We seek innovative and practical solutions to the water challenges of today and tomorrow.

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 is the Department's lead staff person responsible for implementing the agency's water right transfer program, which must function in the most effective, efficient, and timely manner possible, while striving to ensure accuracy, technical excellence, and outstanding customer service.

The person in this position is responsible for administering the water right transfer program, leading a team of technical caseworker staff, and ensuring that all transfer applications are consistently processed in compliance with Oregon water laws, administrative rules, and policies of the Water Resources Commission. This position effectively recommends approval or denial of transfer applications and prepares reports, orders, and other recommendations for the section manager, division administrator, director, and the Oregon Water Resources Commission. This position is also responsible for identifying and assisting with resolution of water right transfer-related policy issues and for acting as the agency's expert on water right transfers in Oregon.

While part of this position may be done independently, the person in this position must spend a substantial amount of time working closely with transfer caseworkers (e.g., training, reviewing, and evaluating work, providing ongoing guidance and feedback, facilitating discussions, and meeting regularly to reinforce program requirements and policies). The person in this position must also proactively collaborate in a productive and inclusive manner with staff responsible for other programs within TACS and throughout the agency to ensure well-informed and coordinated decision making. Considerable contact with applicants, applicant's agents/consultants, the public, and other technical staff is necessary to provide interpretation of program policies and regulations.

This position frequently performs analysis and research, interprets laws, rules, and policy, and provides complex technical or policy interpretations to develop strategies for solving difficult natural resource-oriented problems. When needed, this position also coordinates program activities to bring current practices into alignment with existing or changing laws, rules, and policies.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The person in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all people courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in cross-divisional group projects, and in identifying and resolving problems in a constructive, collaborative manner. Demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful, and productive atmosphere.

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
40%	R	E	<p>General Transfer Program Operations:</p> <ul style="list-style-type: none"> Transfer Team Lead Activities – Leads a team of lower-level technical staff (NRS 2 transfer caseworkers) to accomplish accurate, efficient, and timely processing of the transfer application workload. Responsible for caseworker orientation and training and serves as technical advisor to them. Together with other NRS 3 staff in the section, reviews, evaluates, and edits the caseworkers’ documents for accuracy, comprehensiveness, timeliness, and to ensure it conforms to applicable laws, rules, policies, and procedures. <p>Maintains guidance documents and transfer program templates, updating them in a timely manner to reflect current laws, rules, and policies, and when deficiencies or needed improvements are identified.</p> <p>Interprets rules, regulations, laws, and procedures by phone, in person, and in writing to answer questions or concerns and to provide direction for transfer team staff, other agency staff, applicants, agents, industry professionals, the public, and other governmental agencies on specific program areas related to water right transfers. Drafts interpretive and guidance memoranda, and implementation strategies for the Department, the user community, and the public.</p> <p>Communicates complex technical or policy information to transfer team staff and others in the section, other Department staff, decision makers, the regulated community, and the public to solve difficult problems. Helps other agency staff and the public with negotiating or developing alternatives to resolve complex problems.</p>

			<ul style="list-style-type: none"> • Quality Control Activities – Monitors the quality of the transfer team’s work products by reviewing and editing final orders and other transfer-related technical documents written by transfer caseworkers for thoroughness and defensibility. Provides timely feedback to the assigned transfer caseworker, the peer reviewer, and the entire transfer team when needed to ensure all team members are evaluating applications and processing work in a consistent manner. Develops quality-control tools or mechanisms when needed. <p>Maintains guidance documents and transfer program templates, updating them in a timely manner to reflect current laws, rules, and policies, and when deficiencies or needed improvements are identified.</p> <p>Monitors and evaluates notifications received from Data Center or others (e.g., Watermaster, applicants, agents, etc.) about possible errors in documents prepared by the transfer team and facilitates correction of any validated errors.</p> <p>Monitors and periodically analyzes existing processing practices and work products to determine if improvements are needed and, when identified, facilitates implementation of those improvements.</p>
20%	R	E	<p>Training & Educational Tasks:</p> <ul style="list-style-type: none"> • Onboarding and Ongoing Training of New Transfer Caseworkers – Conducts orientation and training of new transfer caseworkers. Serves as technical advisor to them. Reviews their work for accuracy and conformity to applicable transfer statutes, rules, and agency policies. Provides timely feedback to help caseworkers improve their skills and knowledge and minimize future errors. • Onboarding and Ongoing Training of New NRS 3 Staff in TACS – Conducts orientation and training of new NRS 3 staff within the section. Provides guidance and serves as technical advisor to them. Make oneself available, as needed, to field questions related their work to ensure consistent interpretation of applicable transfer statutes, rules, and agency policies across the various programs within the section. • Ongoing Transfer Program Documentation and Education – Evaluates ongoing technical training needs of transfer caseworkers, identifying educational and informational needs and opportunities. Organizes, schedules, and conducts formal and informal training sessions and technical workshops for transfer caseworkers. Develops and presents informational materials and tools. <p>Maintains the transfer desk manual, ensuring existing guidance documentation is updated when laws, rules, and policies change. When identified, develops new documentation on subject areas where guidance is lacking or non-existent for use by transfer caseworkers, others in the agency, and other external interested parties.</p> <p>Maintains transfer program templates, ensuring their consistency with current laws, rules, and policies and updating when needed to promote improved transparency related to application evaluation and processing practices. When needed, facilitate discussions with transfer caseworkers</p>

			<p>to ensure all are informed of the changes and the need for utilization of the updated versions.</p> <p>Meets with transfer caseworkers on a weekly basis, or more often as may be instructed by supervisor, to discuss policy or transfer processing issues, and tracks issues to be discussed and documents any decisions made for future reference by the team. Also tracks any unresolved issues and schedules time for future discussion with the team, supervisor, and/or others to work toward resolution. Once resolved, facilitates documentation of the issue and its resolution for the team's future reference.</p> <p>Meets with the section manager and other NRS 3 staff in the section on a weekly basis to coordinate on statute, rule, policy, or transfer processing issues, and works with the team to document any decisions made for distribution and future reference.</p>
10%	R	E	<p>Production Monitoring & Reporting: Monitors application processing and reports monthly transfer team production data. Periodically reviews transfer program, processing practices, and work products to identify and recommend ways to improve its effectiveness and efficiency. When identified, assists program manager in developing and carrying out short- and long-range goals and objectives to achieve those improvements.</p> <p>Monitors, tracks, and report average processing timelines for various transfer application processing timelines (i.e., permanent, temporary, drought, permit amendment, groundwater registration modification, and those being processed in an expedited fashion under the Reimbursement Authority program).</p> <p>On a monthly or more frequent basis to monitor efforts toward reducing the number of transfer applications pending for 3 years or more, meets with transfer caseworkers to review the status of actions already taken and necessary next steps to move these older applications forward to completion. When needed, works with transfer caseworkers to problem-solve and develop strategies to make progress on applications that are stuck.</p> <p>On a monthly basis, or more frequently when needed, generates progress reports that illustrate the transfer team's progress toward meeting Key Performance Measures and other goals of the section, division, and agency.</p> <p>As necessary, prepares reports that illustrate the number of transfers processed to completion (or to other stages of transfer processing) by transfer team staff for discussion with supervisor.</p>
10%	R	E	<p>Legislative Activities: Assists in the development of legislation, policies, proposed regulations, and processes related to the transfer program. Reviews legislative concepts and bills, when assigned, for effect on agency programs. Develops and recommends agency policies and procedures to higher level staff or supervisor.</p>

5%	NC	E	<p>Special Projects: Performs special projects related to the transfer program as requested by agency management.</p>
5%	NC	E	<p>Operations Review and Documentation: Identifies operational strengths and weaknesses, problems, or areas of non-compliance, and recommends corrective action or need for process improvement to supervisor.</p> <p>Documents approved existing business practices including protocols, policies, and best practices in SharePoint or elsewhere independently and/or as assigned by supervisor.</p>
5%	R	E	<p>Agency Representation: Represents the agency at public hearings and meetings, citizen advisory committee meetings, technical advisory committee meetings, and local civic organizations. Gives written and oral information relating to resource management and Water Resources Department programs.</p> <p>Presents agency's viewpoint and policy to advise other state and federal agencies about the impact of their decisions. May serve as staff to advisory committees and task forces dealing with issues of complexity and controversy. Prepares reports and responds to inquiries.</p> <p>Prepares and answers correspondence from local agencies and the public on major technical or policy issues. Analyzes, assesses, and responds to public and agency comments on draft documents.</p> <p>Consults with federal, state, and local agencies, private consultants, and the public regarding Water Resources Department programs. Works with other agency staff and the public to develop alternatives to resolve problems.</p>
5%	R	E	<p>Other duties: Attends agency meetings, provides informational trainings, and performs other duties as assigned.</p> <p>Serves as the State's expert witness on transfer-related topics in contested case hearing or trial proceedings when needed.</p> <p>Prepares and presents staff reports, when needed, for rule making or other decision-making purposes of the Director or Commission to carry out the agency's natural resource management activities related to water right transfers.</p> <p>Develops policy and other guidance materials when needed or when directed by supervisor.</p>
100%			

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 is located in Salem, with some remote telework flexibility. Work conditions consist primarily of desk work located at a computer terminal for long periods of time, including a considerable amount of reading, researching, and analyzing large documents, statutes, administrative rules, and existing policies and guidance. The position may require occasional travel within the state, including overnight travel. This position occasionally involves working with irate people and may involve the ability to explain difficult concepts using verbal and written communication skills. Occasional lifting of up to 30 pounds may be 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 water laws (Oregon Revised Statutes (ORS) Chapters 536, 537, 539, 540, and 541), Oregon Administrative Rules (OAR) Chapter 690, and internal directives and policies of the Department, policies of state and federal resource management agencies, land use planning statutes, model rules of procedure. Written procedures and guidelines for the preparation and issuance of transfers.

b. How are these guidelines used?

Oregon Revised Statutes, Oregon Administrative Rules, and internal Department directives, policies, and guidance documents, policies of state and federal resource management agencies, and land use planning statutes direct the implementation of the state’s transfer programs. Model rules of procedure guide the decision-making processes, particularly the conduct of various meetings and hearings. All special orders issued on water right transfer requests must be in compliance with statutes, rules, procedures, and Commission policies.

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?
Department staff	In-person, Phone, Electronic, and Written Correspondences	Provide and obtain information pertaining to water law, water transfers, and other water right-related matters	Daily
Local government staff, elected and appointed public officials	In-person, Phone, Electronic, and Written Correspondences	Provide and obtain information pertaining to water law, water transfers, and other water right-related matters	Weekly
State of Oregon, and other state and federal agency representatives	In-person, Phone, Electronic, and Written Correspondences	Provide and obtain information pertaining to water law, water transfers, and other water right-related matters	Weekly
Landowners, applicants, agents, stakeholders, legal counsel, and public interest and advisory groups	In-person, Phone, Electronic, and Written Correspondences	Provide and obtain information pertaining to water law, water transfers, and other water right-related matters	Daily

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

General public	In-person, Phone, Electronic, and Written Correspondences	Provide and obtain information pertaining to water law, water transfers, and other water right-related matters	Daily
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SECTION 7. POSITION RELATED DECISION MAKING

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

The employee in this position exercises judgement in the type, amount and detail of information needed to support recommendations on policy related to water management within the state, particularly those related to the development and implementation of transfer program processes, procedures, and policies. This position also reviews the work of transfer program staff, identifies program policy issues, and makes recommendations for consideration by the Section Manager, Division Administrator, and other agency management. As needed, the person in this position is involved in policy development, including but not limited to, the drafting of guidance documents and providing technical input on proposed legislation and rulemaking. This position is also responsible for the development of initial and ongoing training materials for new and existing transfer staff.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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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".

Natural Resource Protection & Sustainability Manager 1	4000021	Provide direction and guidance. Informal and formal reviews.	As needed. Quarterly & annually.	To review timeliness, accuracy, completeness, effectiveness of work, identify new and changing priorities, discuss trouble spots and generally ensure progress toward the desired end products.

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 |

Disciplines and rewards

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:

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