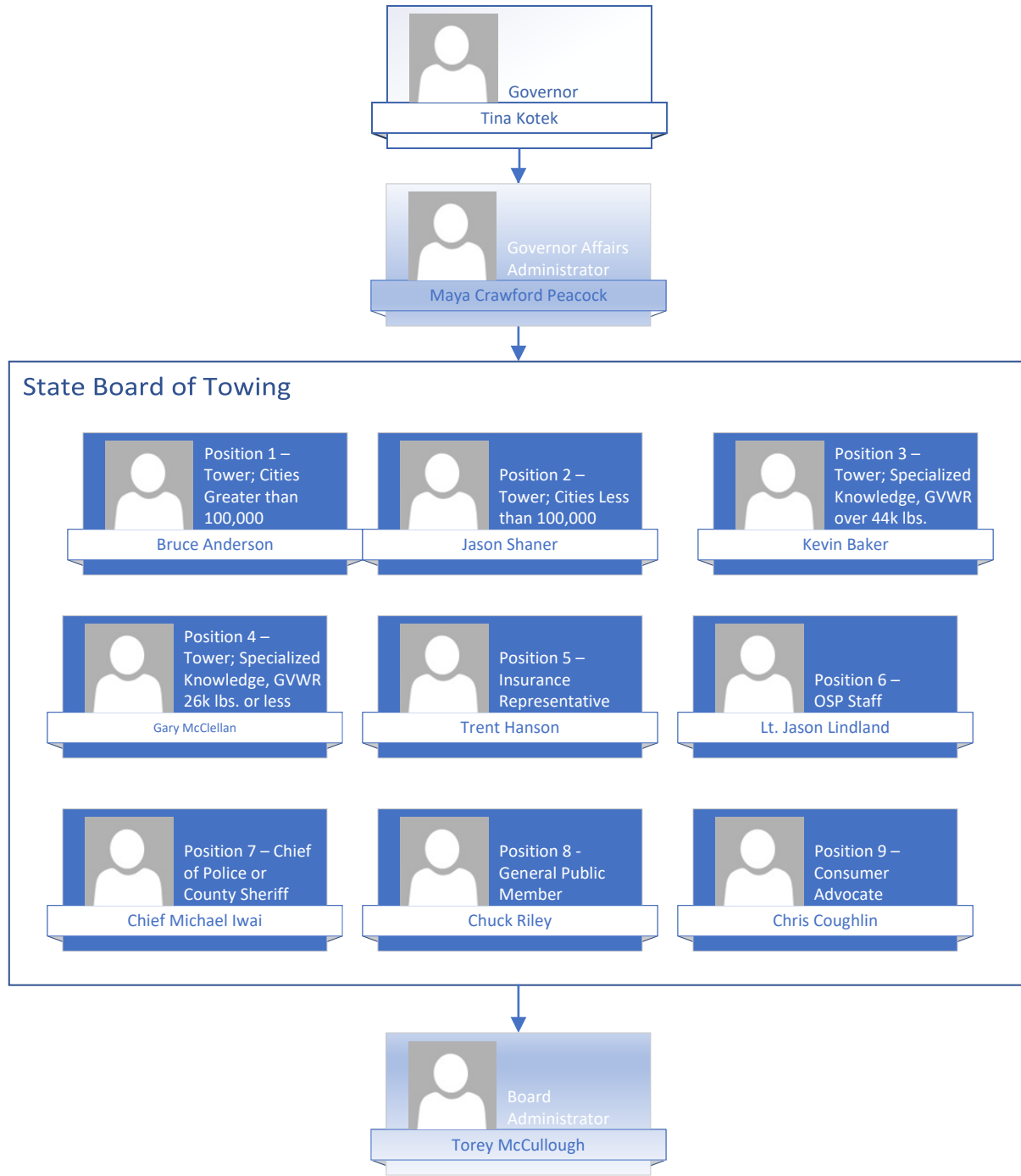




**State Board of Oregon
2024 Annual Meeting
Board Administrator Annual Performance Evaluation**



Board Statute: ORS 822.250

Board Administrator Statute: ORS 822.260

2024 SBOT Board Administrator Performance Evaluation

1. What is your role with the Board?

- Board Member
- Board Partner

2. Demonstrates commitment and dedication to the mission of the Board, the public and consumers, and the industry. Actively ensures the organization is moving toward objectives and performance standards. Ability to accurately and effectively assess problems and identify and implement solutions.

- Exemplary
- Fully Effective
- Acceptable
- Development Needed
- No opportunity to observe
- Comments:

3. Effectively sets agendas, schedule meetings, and coordinates information to the board; effectively prepares and assembles reports and materials for Board. Clearly expresses ideas and information verbally and in writing. Works effectively with the board as a whole, providing appropriate, adequate, and timely information and support to the board.

- Exemplary
- Fully Effective
- Acceptable

- Development Needed
- No opportunity to observe
- Comments:

4. Serves as an effective spokesperson for the agency; represents the programs and point of view of the organization to agencies, organizations, and the general public.

- Exemplary
- Fully Effective
- Acceptable
- Development Needed
- No opportunity to observe
- Comments:

5. Recognizes need to establish policies or modify existing policies; effectively develops policies, procedures and controls necessary to carry out mission and goals of the Board.

- Exemplary
- Fully Effective
- Acceptable
- Development Needed
- No opportunity to observe
- Comments:

6. Cultivates relationships with external stakeholders in a positive and productive manner; establishes sound working relationships and an inclusive, collaborative approach when possible. Attend community meetings are requested or invited by collaborative partners and stakeholders, the public, and the industry.

- Exemplary
- Fully Effective
- Acceptable
- Development Needed
- No opportunity to observe
- Comments:

7. Demonstrates ability to successfully navigate and operate in a highly visible and potential contentious environment. Responds to multiple constituents who have disparate interests and conflicting agendas, provides liaison between groups.

- Exemplary
- Fully Effective
- Acceptable
- Development Needed
- No opportunity to observe
- Comments:

8. What are the major strengths or accomplishments of the Board Administrator observed over the past year?

9. What suggestions do you have for training or skill improvement?

10. Please share any other comments, observations, or concerns:

Done

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STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

(only change if revisions are made)

Agency: Dept of Transportation

Division:

This position description is for:

- A new position that is being established
An existing position that is being revised
No change - Annual review

Service Type of this position is:

(Check one box only)

Management Service (X):

- Supervisory (MMS)
Managerial (MMN)
Confidential (MMC)

Unclassified:

- Executive Service (Z)

SECTION 1. POSITION INFORMATION

a. Classification Title: Operations & Policy Analyst
b. Classification No: Z0871
c. Establish Date: July 1, 2022
d. Position No: 15982
e. Working Title: Board Administrator
f. Agency No: 73000
g. Section Title: Oregon State Towing Board
h. Budget Auth No: 1403171
i. Employee Name: vacant
j. Union Repr Code: N/A
k. Work Location (City - County): Salem-Marion
l. Supervisor Name: tbd

m. Position: check the one/s that apply
n. Position: check only the one that applies
o. FLSA: Exempt/Non-Exempt
p. Eligible for Overtime: Yes/No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.
The Oregon Board of Towing was created under SB 300 (2021) and became operative on January 1, 2022. The board consists of nine members appointed by the Governor and is charged with investigating and enforcing Oregon tow business compliance with ORS 98.853-862 and associated administrative rules.

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:

Support the Board of Towing’s daily operations and aides in the execution of its duties. Assists the Board in establishing administrative rules to implement its authorities. Administers the daily operations of the Board, establishing processes and procedures to facilitate Board functions. Prepares and manages communications on behalf of the Board, to include phone calls, emails, formal letters, and legal notices. Serves as a liaison between board members, tow businesses, constituents, and state agency stakeholders. Schedules, coordinates, and documents Board meetings in compliance with public meeting laws. Conducts in-depth operational and policy analysis and provides technical information related to the Board of Towing.

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 – for ADA purposes.

The following are general requirements for performance of the duties listed below: maintains regular and punctual attendance; contributes to a positive and productive work environment; establishes and maintains professional and collaborative working relationships with all contacts.

Be a respectful member of a team, which includes communicating and working effectively and appropriately with a variety of individuals or groups with diverse cultural beliefs, values and behaviors.

Be responsible for achieving the Department’s Affirmative Action goals through recruitment, selection and retention of protected class individuals. Promote and support the value the Department places on Equal Employment Opportunity (EEO), Affirmative Action (AA), Diversity and Working Guidelines through individual actions and interactions with employees, applicants, stakeholders, community partners, and landowners.

%	of Time	N/R/NC	E/NE	DUTIES
25	N	E	<p>Program Analysis</p> <ul style="list-style-type: none"> • Evaluate program operations and services • Recommend and plan actions to bring about compliance with regulations and program goals. • Collaborate with members across the board to formulate long-range objectives, short-term operational goals, and implementation plans • Assist Board by monitoring and tracking program and operational data • Gather information or plan studies to evaluate performance data • Recommends refinement and development of operating procedures based on results of study. • Facilitate the development of Board performance measures • Integrate performance measures and their use into business processes • Test, audit and validate system improvements to implement performance measures. • Track and monitor operational results from measurements. • Train staff and Board members on methods of developing performance measures and the collection and use of performance data. • Lead research studies that evaluate Board compliance with state and federal performance measurements 	

			<ul style="list-style-type: none"> • Prepare findings and recommend actions to Board members • Recommend training based on performance measures and new regulations
20%	N	E	<p><u>System Improvement</u></p> <ul style="list-style-type: none"> • Consult with or facilitate discussions with Board Members about system efficiency or operational needs. • Collaborate with information system staff, program staff and outside contractors to evaluate existing systems and plan enhancements. • Analyze operational processes, goals, and objectives • Identify data requirements • Design system enhancements or system specifications based on evaluation. • Study the feasibility and compare the costs and benefits of modifying information systems • Recommend acceptance of new system developments, or enhancements to existing systems. • Design and implement recovery procedures for programming and processing errors. • Create or update system change documentation. • Coordinate data access for agency programs • Develop and maintain operational manuals. • Train staff in use of new programs.
20%	N	E	<p><u>Legislative and Policy Analysis</u></p> <ul style="list-style-type: none"> • Evaluate court decisions and statute • Recommend or develop changes in policy or procedures. • Recommend need for and write language for changes to administrative rules • Facilitate the rule making process. • Lead, plan and coordinate research projects • Summarize findings and recommendations • Develop policy options. • Identify legislative and executive intent through research • Write policies and procedures to support research findings. • Lead and coordinate studies to establish economic impact of policy decisions • Evaluate the benefits and consequences of different policy strategies. • Write issue papers on research findings • Recommend policy changes based on evaluation. • Interpret and explain regulations, policies and procedures to Board members • Guide others in the correct application of Board administrative rules and policy. • Represent the Board before legislative committees and other public organizations by explaining Board policies and procedures. • Work with Board members to coordinate and propose needed legislation or administrative rules.
30%	N	E	<p><u>Administrative Services</u></p> <ul style="list-style-type: none"> • Evaluate forms and record systems to make certain they comply with Board intent and regulations • Identify deficiencies • Decide content of forms • Design or work with graphic designers to draft operational forms. • Coordinate and manage record and file systems

			<ul style="list-style-type: none"> • Coordinate, inventory and schedule transfer and destruction of Board records • Identify and analyze records to make certain record is preserved. • Respond to complaints or requests for information from the public, Board members or legislative committee members. • Coordinate with contract experts to prepare contracts and agreements • Monitor contract progress and compliance. • Coordinate agendas and lead commission or board meetings • Execute decisions and directives resulting from meeting. • Prepare operational reports and technical data summaries. • Prepare budget requests, projecting resource needs and revenue • Support and explain budget reports. • Authorize payments of bills and reimbursements. • Research, write and submit proposals for grants to augment Board funding. • Evaluate administrative rules and draft revisions or new rules based on statute or changes in legislation. • Review and revise administrative rule, policy and procedure manuals.
5%	N	E	<p><u>Other Duties</u></p> <ul style="list-style-type: none"> • Other duties as assigned by the Board of Towing and the Governor's office.

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.

Standard office working environment with occasional in-state travel. Duties often involve strict deadlines and protection of sensitive or confidential customer information. All employees are expected to contribute to a work environment that respects and promotes diversity and a culture of inclusiveness.

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 laws, regulations, & rules; to include ORS 98.853 - 98.862, 174.109, 181A.350, 183, 183.745, 646.608, 822.200, 822.205, 822.215, 822.225, 822.230, 822.235 and 822.605;

Federal laws, regulations, & rules

b. How are these guidelines used?

These guidelines are followed in development and revision of rules, policies and procedures used by the Board of Towing. Board Administrator must maintain a comprehensive and current knowledge and understanding of all laws, rules, and guidelines governing towing.

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	Writing, email, in-person, phone	Respond to program questions and provide program information	Daily
Towing Industry	Writing, email, in-person, phone	Respond to program questions and provide program information	Daily
Board of Towing members	Writing, email, in-person, phone	Respond to program questions and coordinate Board administration duties	Daily

SECTION 7. POSITION RELATED DECISION MAKING

a) Describe the typical decisions of this position.

Decisions are made many times daily relating to maintenance of towing rules, policies, and procedures. Decisions must relate to accurate, clear, and consistent interpretation of those rules, policies, and procedures for all involved in towing programs.

b) Explain the direct effect of these decisions.

Incorrect decisions can adversely affect the work of the board, can negatively affect other parties (including individual citizens, other governmental agencies, and private business) in terms of inconvenience, monetary losses, or unnecessary expenditures, or can cause grievances, tort claims, or lawsuits to be filed.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position No.	How	How Often	Purpose of Review

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SECTION 9. OVERSIGHT FUNCTIONS FOR MANAGEMENT SERVICE SUPERVISORY (MMS) 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:

Requires skill in oral and written communications, project management, technical analysis and interpreting applicable laws, rules and procedures. Requires familiarity with towing programs, operations and processes.

Must establish and maintain professional and collaborative working relationships with all contacts, and contribute to a positive and productive work environment. Must maintain regular and punctual attendance.

As the person in this position influences the public's image of the board, they must be able to communicate clearly and effectively. Must be able to work under minimal supervision and make sound decisions.

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

Operating Area <i>(Personal Services; Services & Supplies; Capital Outlay)</i>	Biennial Amount (\$00000.00)	Fund Type <i>(General; Other; Federal; Lottery)</i>
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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".

DESIGNATION OF NAME-BASED CRIMINAL BACKGROUND CHECK (CBC) REQUIREMENT:

Review the criteria below. Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, a CBC is required prior to filling the position.

The employee in this position...

1. Provides information technology (IT) services and has control over access to Department information technology systems that could allow the individual to harm these systems or the information contained within the systems. Yes No

This relates to having responsibilities that involve development, programming, installation, maintenance or other technical aspects related to Department hardware and software. It is not intended to include positions with responsibilities that only utilize IT systems, such as entering and retrieving data.

- 2. Has responsibility for receiving, receipting, or depositing money or negotiable instruments. Yes No
- 3. Has responsibility for payroll functions. Yes No
- 4. Has responsibility for purchasing or selling property, or has access to private property in the Department's custody (such as Right of Way and Facilities). It is not intended to include positions with responsibilities that may involve simply being on private property to perform certain duties. Yes No
- 5. Has access to personal identification information about employees or members of the public, including Social Security numbers, date of birth, driver license numbers, medical information, personal financial information or criminal background information. Yes No

DESIGNATION OF NAME-BASED AND FINGERPRINT-BASED CRIMINAL BACKGROUND CHECK (CBC) REQUIREMENT:

Review the criteria below. Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, both a name-based and a fingerprint-based CBC are required prior to filling the position.

The employee in this position...

- 1. Has tasks associated with the verification, data entry, or modification of driver identity information..... Yes No
- 2. Has access to driver or customer systems that would permit the entry or modification of driver identity information. Yes No
- 3. Has tasks associated with taking, reviewing, or accepting photos for driver licenses and identification cards. Yes No
- 4. Is a supervisory or management position that can affect the work of employees who perform any of these tasks. Yes No

CJIS

- 5. Has unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas. Yes No

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, and employee name and position number.

SECTION 12. SIGNATURES

Employee Signature	Date	Supervisor Signature	Date
Appointing Authority Signature	Date	Printed Name of Appointing Authority	