



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
4/16/18

Agency: Early Learning Division

Facility: Office of Child Care

☐ New ☒ Revised

This position is:

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

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2 b. Classification No: C0104
c. Effective Date: _____ d. Position No: _____
e. Working Title: Customer Service f. Agency No: 58100
g. Section Title: Office of Child Care h. Budget Auth No: _____
i. Employee Name: _____ j. Repr. Code: OA
k. Work Location (City – County): Salem, Marion
l. Supervisor Name (Optional): _____

m. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year
☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share
n. FLSA: ☐ Exempt If Exempt: ☐ Executive ☐ Professional ☐ Administrative
☒ Non-Exempt o. Eligible for Overtime: ☒ 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.

The Early Learning Division (ELD) is a division of the Oregon Department of Education. Its mission is to support all of Oregon's young children and families to learn and thrive. ELD values equity, dedication, integrity, and collective wisdom making a positive impact to benefit Oregon's children and families.

The ELD is responsible for oversight of a statewide early care and education service delivery system. This work includes administration of state and federal early care and education programs such as state preschool, home visiting, Relief Nurseries, Early Learning Hubs, and professional learning for early childhood professionals. The ELD works in close collaboration with Early Learning Council, a Governor-appointed public board charged with coordinating a cross-sector system at the state level to improve kindergarten readiness.

As Oregon's child care agency, the ELD is also responsible for the design and implementation of the state's child care work and serves as the lead agency for the federal Child Care Development Fund (CCDF). This includes the licensing program, professional development, and quality improvement (Spark) along with responsibilities for the development and implementation of the state's child care plan pursuant to CCDF. Staff members are located in a central office in Salem and in field offices in various parts of the state.

- 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 OCC Central Office functions by providing clerical to the work unit and accomplishing intake duties. This includes ordering office supplies, processing the daily lockbox, acting as a liaison for facility issues, processing mail, answering phones, processing applications, act as the point person for office equipment issues and providing general office support to the work unit as needed. This position helps ensure Central Office support processes are carried out in conjunction with ELD equity policies and practices.

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
Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".			
25	R		Administrative/Office Support:
		E	<ul style="list-style-type: none"> Maintain, monitor and order office supplies through OfficeMax and other vendors. This includes general office supplies, employee chairs and any specialized equipment needed.
		E	<ul style="list-style-type: none"> Schedule meetings, arrange room reservations and related meeting equipment needs.
		E	<ul style="list-style-type: none"> Use multi-line phone and computerized system to answer and respond to inquiries from the public, providers and other stakeholders
		E	<ul style="list-style-type: none"> Respond to Spanish Language Inquires
		E	<ul style="list-style-type: none"> Provide basic translation for Spanish language documents
		E	<ul style="list-style-type: none"> Monitor and maintain envelope supply in office and at Publishing and Distribution.
		E	<ul style="list-style-type: none"> Receive, open, date stamp, sort and route incoming mail; process and route outgoing mail.
		E	<ul style="list-style-type: none"> Scan and index applications into the data archive system
			<ul style="list-style-type: none"> Attend staff meetings and trainings

			<ul style="list-style-type: none"> • Move archive boxes to scanning cubicle for scanning preparation
70	R	<ul style="list-style-type: none"> E E E E E E E E E E E E E 	<p>Licensing Support:</p> <ul style="list-style-type: none"> • Receives inquiries via telephone and provides information regarding Office of Child Care application processing and program requirements. • Explains rules and policies and clarifies processes. Routes individuals to the appropriate resources and content experts. • Conduct a thorough check on all incoming applications in multiple state data systems including DHS mainframes, ORKids, ORO, CCRIS and OCC Cautions and Concerns. • Review facility license and central background enrollment applications for completeness and accuracy. • Make determinations regarding a course of action whether an application is complete or if it is pended for further information. • Verify and document using ORO that ongoing training requirements are met. • Code audit number and route daily lockbox materials to appropriate staff. Reconcile lockbox and work with ODE Financial Services to address issues. • Determine if an applicant is associated with an eligible facility in order to qualify for enrollment in the CBR • Pull and file applications as needed. Maintain OCC filing system • Verify the "Walk In Cash Copy" folder • Print daily reports for CBR enrollment applications submitted online and validate total applications and payments. • Processes daily batch printing and renewal packets • Prints daily labels, verifies information and files for CBRs • Prepare documents for scanning, indexing and perform quality assurance on HP Trim document management system

5	R	E	<ul style="list-style-type: none"> • Other duties as assigned.
At all times	N	E	<p>Commitment to Equity</p> <p>In addition to the cultivation of equitable practices across all aspects of your position description</p> <ul style="list-style-type: none"> • Learn and apply knowledge and skills to interrupt systemic oppression. • Participate and engage in efforts to further Early Learning Division wide efforts to develop and implement the Equity Breakthrough Team work plans. • Have knowledge of and apply tools, such as the Equity Lens, Culturally Responsive Community Engagement tool, etc., to all the work to ensure that the shared vision and mission of the Early Learning Division is clearly articulated in all the work produced.
At all times	N	E	<ul style="list-style-type: none"> • Consistently treat customers, stakeholders, partners, vendors and co-workers with dignity and respect. Create and maintain a work environment that is welcoming and respectful of diversity. Set clear guidelines and models expected professional behaviors.

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.

1. Extensive use of personal computer, including input and retrieval of information from imaged and paper documents and the licensing database
2. Extensive use of email and calendaring system
3. Regular interruptions while performing highly detailed data input and other assigned duties
4. High volume of work with rigid timeframes and requiring a high degree of speed and accuracy
5. Demonstrate tact and diplomacy while maintaining a professional and courteous manner with co-workers, as well as internal and external customers who may be frustrated, angry and hostile
6. Prioritize daily among competing demands of the job, coping with pressure of rush jobs, deadlines and interruptions during heavy work load levels
7. Perform work within an open and often noisy work environment
8. Occasional irregular or overtime hours may be required due to periods of heavy workload or training
9. Place and retrieve file documents in a variety of different filing cabinets from ground level up to six feet which requires the use of a step stool or a stepladder and be able to lift up to 40 lb
10. Long periods of sitting or standing may be required for this position

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.

DAS/Department of Education/Office of Child Care policies and procedures manuals, statutes, administrative rules, desk manuals, computer manuals.

- b. How are these guidelines used?

Referenced daily for guidelines on how to perform duties, process information, respond to inquiries and resolve problems.

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?
Note: If additional rows of the belowtable are needed, place curser at end of a row (outside table) and hit “Enter”.				
OCC staff	Phone/in person/email	Provide and receive information	Daily	
General public	Phone/in person/email	Provide and receive information	Daily	
Child care providers	Phone/in person/email	Provide and receive information	Daily	
Representatives, community and state agencies	Phone/in person/email	Provide and receive information	Daily	

SECTION 7. POSITION RELATED DECISION MAKING

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

This position must use good judgment in knowing when to notify or consult with a manager or licensing specialist regarding a variety of OCC work unit issues. This position must be able to differentiate levels of confidentiality and accessibility of information.

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".

PEM D	1715075	Observation, in-person review, paperwork review, work load reports, input from internal and external customers and peers	Daily	

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?

☐ Plan work

☐ Assigns work

☐ Approves work

☐ Responds to grievances

☐ Disciplines and rewards

☐ Coordinates schedules

☐ Hires and discharges

☐ Recommends hiring

☐ Gives input for performance evaluations

☐ 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:

The individual in this position must perform production input work with a high degree of accuracy and speed, within short time frames, while paying attention to detail and using good judgment; demonstrate strong organization skills; and follow established policies and procedures. The individual in this position must have a demonstrated ability to type with a high accuracy rate. This individual must have a demonstrated ability to properly alphabetize large quantities of files.

The individual, as an agency representative, must project a courteous and professional image of impartiality and fairness to agency customers; must also be able to communicate clearly and effectively with a wide variety of people, in both written and oral formats. To perform in this position, the individual must have the ability to function and participate within a team environment that is respectful and accepting of diversity with general supervision from the licensing manager, lead workers and other management staff. The individual must be a self-starter, and have the ability to prioritize and be able to handle multiple tasks simultaneously.

This position requires strict adherence to all confidentiality rules and regulations, policies and procedures, written and assumed, by agreement or understanding, at all times and in all circumstances.

This position may require overtime and occasional travel.

This is a bilingual Spanish position. The individual in this position will:

1. Work with monolingual Spanish individuals.
2. Be available and responsive to assist other staff in working with Spanish speaking individuals.
3. Take on other Spanish language duties as requested i.e. proofreading correspondence, translating basic documents and answering phone calls.

This position requires successfully passing an ODE criminal records check, which may require a fingerprint-based records check, as a condition of employment. Additional requirements for this position include passing a Criminal Justice Information Systems (CJIS) clearance process, and a child protective services and criminal background check through OCC.

This position requires the applicant to become enrolled and actively remain in the Central Background Registry.

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