STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date: 8/15/14

This position is:
☑ Classified
☐ Unclassified
☐ executive service
☐ Mgmt Svc - Supervisory
☐ Mgmt Svc - Managerial
☐ Mgmt Svc - Confidential

Agency: Oregon Department of Education
Division: Office of Learning/Student Services
☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Office Specialist 2
b. Classification No: C0104
c. Effective Date: 8/15/14
d. Position No: 0000.165
e. Working Title: Program Secretary
f. Agency No: 58100
g. Section Title: Office Learning/Student Services
h. Budget Authorization No:
i. Employee Name:
j. Representation Code: OA
k. Work Location (City-County): Salem - Marion
l. Supervisor Name (optional): Ruby Sandberg

m. Position: ☒ Permanent
☐ Seasonal ☐ Limited duration
☐ Full Time ☐ Part Time ☐ Intermittent
☐ Academic Year ☐ Job Share

n. FLSA: ☐ Exempt
☐ Non-Exempt
If Exempt: ☐ Executive
☐ Professional
☐ Administrative

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 Office of Learning/Student Services is responsible to ensure the free appropriate public education for all children with disabilities in Oregon, birth through age 21, and assures that the education of these children is a vital element of Education Reform activities. The Office maintains educational services to students who are incarcerated in local, regional, and state correctional facilities. The Office maintains and directs the Oregon School for the Deaf (OSD). This Office provides technical assistance to school districts and regional programs; leads in program development and improvement of services; works cooperatively with educators and parents to improve the achievement of students with diverse learning needs; contracts for provision of state operated programs and services locally; monitors districts for compliance with state and federal law; monitors educational services for children and youth with disabilities; and assures that the education of students with special needs is a vital element of Education Reform activities.

The Office of Learning/Student Services, which affects all school districts and ESDs ensures special education services each year to more than 80,000 children and youth with disabilities. More than 6,000 qualified specialists, special education teachers, directors, and supervisors through a combination of state, federal, and local expenditures in excess of $370,000,000 provide services annually. In addition to children and young adults, parents, teachers, and ODE special education staff, the Office also affects advocacy groups, other public and private agencies and interested individuals.

The Office of Learning/Student Services functions internally with seven significant work centers: System Performance Improvement, System Performance Review, Dispute Resolution, Early Intervention/Early Childhood Special Education, OSD, Regional Programs, and Operations. Staff interacts across work center responsibilities and throughout the Department to pursue the mission and goals of the Department of Education as well as the performance goals of the Office.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this
The primary purpose of this position is to: Provides secretarial and administrative support to program specialists in the Dispute Resolution Team and Regional Programs Director.

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) functions.

<table>
<thead>
<tr>
<th>% of time</th>
<th>N/R/NC</th>
<th>E/NE</th>
<th>DUTIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>NC</td>
<td>E</td>
<td>Provides support within the Dispute Resolution Team around Mediation and Corrective Action and provides secondary support around Complaints and Due Process. This includes database management involving adding and maintaining dispute records; creating and maintaining dispute correspondence templates; producing from templates or drafting and typing a variety of correspondence; communicating and coordinating with stakeholders by phone, fax, email and mail; completing work orders and assisting with invoices; tracking due dates and timelines, and compiling and/or formatting reports, all of which must be completed in within specific timelines.</td>
</tr>
<tr>
<td>30%</td>
<td>NC</td>
<td></td>
<td>Regional Programs support including regional contract invoices, coordination of 4 sign language interpreter trainings annually with contractor and maintains regional qualified interpreter data, maintain website for Regional Programs including posting documents and reviewing posted documents regularly.</td>
</tr>
<tr>
<td>30%</td>
<td>NC</td>
<td></td>
<td>General support duties including, coordinate the printing and/or duplication of materials as requested and compiles/assembles and disseminates materials in a timely fashion. Support Education Specialist around Systems Performance Review &amp; Improvement (SPR&amp;I); County Contact; Policies and Procedures; Special Education inquiries; and Special Education projects such as the Individuals with Disabilities Education Act (IDEA) application, specialists' presentations and research. This includes making necessary travel arrangements, completing vouchers and expense claims, typing a variety of correspondence, formatting documents, and tracking submissions for reports and further action. Creates spreadsheets, databases, maintains program records and requests purchases.</td>
</tr>
<tr>
<td>100%</td>
<td></td>
<td></td>
<td>On-going Regular onsite attendance is an essential function required to meet the demands of this job and provide necessary services.</td>
</tr>
</tbody>
</table>
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. Sometimes hectic and noisy environment. Occasional telephone calls from angry or upset individuals. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames.

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.

b. How are these guidelines used?
Used as reference to ensure correct policies, procedures, and timelines are followed.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

<table>
<thead>
<tr>
<th>Who contacted</th>
<th>How</th>
<th>Purpose</th>
<th>How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools/Districts/ESDs</td>
<td>Phone/Mail/Person</td>
<td>Information/Schedule Meetings</td>
<td>Daily</td>
</tr>
<tr>
<td>Department Staff</td>
<td>Phone/Person</td>
<td>Information/daily events</td>
<td>Daily</td>
</tr>
<tr>
<td>Contractors/Other Agencies</td>
<td>Phone/Mail/Person</td>
<td>Information/Requests/Schedules Meetings</td>
<td>Weekly</td>
</tr>
<tr>
<td>General Public/Parents</td>
<td>Phone/Mail/Person</td>
<td>Information/Requests/Schedules Meetings</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions. This position determines priorities of work to be done, establishes timelines, and adjusts as necessary. Workload decisions effect efficiency and effectiveness of overall performance. Also makes decisions when responding to information requests. Image of work unit and agency is affected by decisions.

Often this position works independently on several projects at one time. It is important to keep calendars updated, to do reminders of project deadlines, and to keep reminders of upcoming meetings for the Specialist and ask for any materials to be prepared.

Reserving meeting rooms, calling to check prices on coffee, rooms to reserve, generally in the Salem and Portland area. Training is encouraged in keeping up-to-date with Word, Access, Excel and current ODE computer software programs, ODE Procedures, and ODE Policies.

SECTION 8. REVIEW OF WORK

<table>
<thead>
<tr>
<th>Classification Title</th>
<th>Position Number</th>
<th>How</th>
<th>How Often</th>
<th>Purpose of Review</th>
</tr>
</thead>
</table>

Form: Aug. 2014
SECTION 9. OVERSIGHT FUNCTIONS

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?
   - 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:
- Exceptional people skills on the phone and in person.
- Ability to accomplish quality work under pressure.
- Strong organizational skills for project management and calendar management.
- Strong word processing and proofreading skills.
- Competency in producing documents that are camera ready.

Any other comments that would add to an understanding of this position?
This position works collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information, and contribute to the team’s success. This position also requires excellent customer service skills for both internal and external customers, and the ability to demonstrate initiative and independent judgment on an ongoing basis. Contributes to a positive, respectful, and productive work environment.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:
- Operating Area
- Biennial amount ($00000.00)
- Fund type

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