

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly
April 2021



J.B. Pritzker
Governor

Kristin Richards
Acting Director

February 26, 2021

Pursuant to (5 ILCS 382/) State Services Assurance Act the Illinois Department of Employment Security is submitting its FY21 report on bilingual frontline staff in the Department. The frontline staff is made up of a Public Service Administrator, Field Office Supervisors, Employment Security Program Representatives, Employment Security Service Representatives, Employment Security Specialists, an Executive I, Office Administrators, an Office Associate, an Unemployment Insurance Revenue Analyst, and Unemployment Insurance Special Agents. The language options represented in this bilingual frontline staff report are Chinese, Polish and Spanish.

5 ILCS 382 requires the Department to maintain at least 127 frontline bilingual staff. Consistent with the requirements of the State Assurances Act IDES employs 130 bilingual frontline employees in the Department. Furthermore, in 2008 at the inception of the State Assurances Act, IDES had a workforce of 1,508 compared to our current workforce of 1,134. Unfortunately, the decline and fluctuation in the State workforce and overall fiscal situation were not anticipated or allowed for by the provisions of the State Assurances Act.

With the demand for additional bilingual frontline staff or other language needs increasing across the State of Illinois, IDES is prepared to meet the standard for ensuring effective delivery of essential services. IDES has been recruiting for and hiring more individuals in bilingual positions due to current needs, and anticipate our numbers growing during the current fiscal year. As required by the Act, a list of frontline bilingual employees for the period ending January 2021 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,

Kristin Richards
Acting Director



JB Pritzker
Governor

Kristin Richards
Acting Director

| NAME | POSITION TITLE | POSITION CODE | LANGUAGE OPTION |
|-------------------------------|--|---------------|------------------|
| Biolik, Eugene | Employment Security Field Office Supervisor (ES FOS) | 0013600 | POLISH SPEAKING |
| Cruz, Natalia | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Franklin-Reyes, Blanca | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Gage, Marina | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Ramos, Juanita | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Szczesiak, Agnieszka | Employment Security Field Office Supervisor (ES FOS) | 0013600 | POLISH SPEAKING |
| Talis, Maria | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Valadez, Sylvia | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Valencia, Marcelo | Employment Security Field Office Supervisor (ES FOS) | 0013600 | SPANISH SPEAKING |
| Aguero, Alejandra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Almeida, Richard | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Alvarado, Erin | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Alvarado, Karen | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Anselmo, Gladys | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Arroyo, Dolores | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Baker, Renata | Employment Security Program Representative (ESPR) | 0013650 | POLISH SPEAKING |
| Barajas Purcell, Albertina | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Bolivar, Cruz | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Brito, Grecia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Cabrejas, Rene | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Chavarria, Miguel | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Cho, Juan-Li | Employment Security Program Representative (ESPR) | 0013650 | CHINESE SPEAKING |
| Claudio-Katz, Lillian | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Cortez, Guadalupe | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Cruz, Michael | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Cruz, Ramiro | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| DeLeon, Antonio | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Deleon, Xavier | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Diaz, Cristal | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Fernandez, Rita | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Flores, Patricia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |



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| NAME | POSITION TITLE | POSITION CODE | LANGUAGE OPTION |
|----------------------|---|---------------|------------------|
| Garibay, Liliana | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Goiz, Olga | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Gomez, Marcial | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Gontarz, Aleksandra | Employment Security Program Representative (ESPR) | 0013650 | POLISH SPEAKING |
| Guillory, Yvette | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Gutierrez, Sandra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Hernandez, Beatriz | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Hernandez, Johanna | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Huerta, Bertha | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Ibarra, Maria | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Illanas, Paul | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Isais, Olga | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Janos, Andrea | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Krakowski, Agnes | Employment Security Program Representative (ESPR) | 0013650 | POLISH SPEAKING |
| Lopez, Leticia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Luciano, German | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Luevano, Myra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez Jr, Domingo | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez, Araceli | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Martinez, Efrain | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Mejia, Elva | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Molina, Juanita | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Montoya, Sandra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Mora, Maria | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Moreno, Enrique | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Navarette, Mayra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Nikoloska, Maria | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Ortiz, Rodrigo | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Pacheco, David | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Perez, Maria | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Quetell, Hector | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Quezada, Jose | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Ramirez, Claudia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Ramirez, Lilia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |



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| NAME | POSITION TITLE | POSITION CODE | LANGUAGE OPTION |
|--------------------------|---|---------------|------------------|
| Reyna, Fernando | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Rickard, Sonia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Sanabria, Luis | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Sanchez, Jemima | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Silva, Guillermo | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Staples, Corina | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Talamantes, Andrea | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Tubens, Arnaldo | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Valentine-Soto, Cristina | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Valenzuela, Claudia | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Valenzuela, Joyce | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Varys, Miriam | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Vazquez, Laura | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Vela, Sergio | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Velez, Rosa | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Villegas, Mayra | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Zamora, Gustavo | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Zendejas, Guadalupe | Employment Security Program Representative (ESPR) | 0013650 | SPANISH SPEAKING |
| Almanza, Ralph | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Villarreal, Blanca | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Acosta, Robert | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Amaro, Maria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Cantu, Veronica | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Castellanos, Martha | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Curtis, Pamela | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Gomez, Gloria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Gonzalez, Lilia | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Hulbert, Maria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Kolotka, Alicia | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Kosik, Nazareth | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Krol, Maria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Luna, Alfonso | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |



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| NAME | POSITION TITLE | POSITION CODE | LANGUAGE OPTION |
|---------------------------|---|---------------|------------------|
| Medina, Francisco | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Mena, Mario | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Moran, Gloria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Ornelas, Rosaura | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Padilla-Tompkins, Leticia | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Pena, Berta | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Perez, Luis | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Ramirez, Peter | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Regalado, Madel | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Reyes, Edith | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Rodriguez, Maria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Salcedo, Sandra | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Smith, Marisol | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Velasquez, Desiree | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Wiewel, Victoria | Employment Security Service Representative (ESSR) | 0013667 | SPANISH SPEAKING |
| Chalecki, Elvira | Employment Security Specialist 1 (ESS1) | 0013671 | SPANISH SPEAKING |
| Gonzalez, Fatima | Employment Security Specialist 1 (ESS1) | 0013671 | SPANISH SPEAKING |
| Revuelta, Edgar | Employment Security Specialist 1 (ESS1) | 0013671 | SPANISH SPEAKING |
| Garcia, Gabriela | Employment Security Specialist 2 (ESS2) | 0013672 | SPANISH SPEAKING |
| Fabregas, Diana | Employment Security Specialist 3 (ESS3) | 0013673 | SPANISH SPEAKING |
| Flores-Quinonez, Rosa | Employment Security Specialist 3 (ESS3) | 0013673 | SPANISH SPEAKING |
| Garcia, Velia | Employment Security Specialist 3 (ESS3) | 0013673 | SPANISH SPEAKING |
| Pinera, Suarmi | Executive 1 | 0013851 | SPANISH SPEAKING |
| Morris (Suarez), Anna | Office Administrator 4 | 0029994 | SPANISH SPEAKING |
| Moreno, Crystal | Office Associate | 0030015 | SPANISH SPEAKING |
| Garcia, Surami | Public Service Administrator | 0037015 | SPANISH SPEAKING |
| Cartagena, Martha | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Forte, Eric | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Garza, Yolanda | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Gomez Williams, Alma | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Magana, Raquel | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Martinez, Felipe | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |
| Ramirez, Luis | Unemployment Insurance Special Agent | 0047096 | SPANISH SPEAKING |



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Total number of Bilingual Frontline Staff: 130

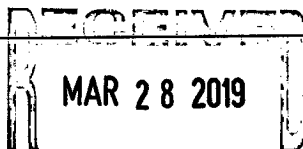
Chinese: 1

Polish: 5

Spanish: 124

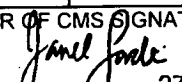

| | | | | | | | | | | |
|---|--|------------------------|------------------------------------|----------------|----------------------------|---|----------------|---|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | | 29 | SS | 13600-44-51-107-20-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMIT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | N | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit I | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | |
| New/Revised Position 1700 W. 18 th Street Chicago, IL | | | RC062 | | | N | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janet Jorde</i> | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> | | | DATE 03/06/2019 | |

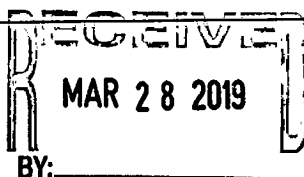
Chris Mayo 4-24-19



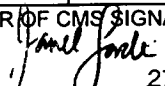

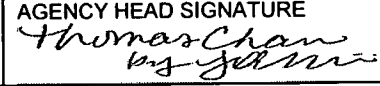
BY: _____

| 16. (CONTINUED) | | |
|---|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. SS1 37015-44-51-107-00-31 | | |
| WORKING TITLE (IF ANY) | | |
| Local Office Manager | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| ESPR | 13650-44-51-107-21-01 | 2-5 |
| ESPR, CH, SS | 13650-44-51-107-21-21, -31 | 2-5 |
| ESPR Intermittent | 13651-44-51-107-21-01 | 2-5 |
| ESPR Intermittent, CH, SS | 13651-44-51-107-21-21, -31 | 2-5 |
| ESSR | 13667-44-51-107-21-01 | 2-5 |
| ESSR, SS | 13667-44-51-107-21-31 | 2-5 |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|--|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | | 29 | SS | 13600-44-51-107-30-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | N | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 W. 18 th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | | | | |  Thomas Chan Pilsen | | | 03/06/2019 | |



| 16. (CONTINUED) | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------------------------------|-----------------|---------------------------------------|------|-----------------------|-----|----------|-----------------------|-----|-------------------|-----------------------|-----|------|-----------------------|-----|----------|-----------------------|-----|----------|-----------------------|-----|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | | | | | | | | | | | | | | | | | | | | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | | | | | | | | | | | | | | | | | | | | | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | | | | | | | | | | | | | | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | | | | | | | | | | | | | | | | | | | | | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | | | | | | | | | | | | | | | | | | | | | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | | | | | | | | | | | | | | | | | | | | | |
| PSA, Opt. SS1 37015-44-51-107-00-31 | | | | | | | | | | | | | | | | | | | | | | |
| WORKING TITLE (IF ANY) | | | | | | | | | | | | | | | | | | | | | | |
| Local Office Manager | | | | | | | | | | | | | | | | | | | | | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | | | | | | | | | | | | | | | | | | | | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Position Title</th> <th>Position Number</th> <th>No. of Incumbents or Funded Vacancies</th> </tr> </thead> <tbody> <tr> <td>ESPR</td> <td>13650-44-51-107-31-01</td> <td>2-5</td> </tr> <tr> <td>ESPR, SS</td> <td>13650-44-51-107-31-31</td> <td>2-5</td> </tr> <tr> <td>ESPR Intermittent</td> <td>13651-44-51-107-31-01</td> <td>2-5</td> </tr> <tr> <td>ESSR</td> <td>13667-44-51-107-31-01</td> <td>2-5</td> </tr> <tr> <td>ESSR, CH</td> <td>13667-44-51-107-31-21</td> <td>2-5</td> </tr> <tr> <td>ESSR, SS</td> <td>13667-44-51-107-31-31</td> <td>2-5</td> </tr> </tbody> </table> | | Position Title | Position Number | No. of Incumbents or Funded Vacancies | ESPR | 13650-44-51-107-31-01 | 2-5 | ESPR, SS | 13650-44-51-107-31-31 | 2-5 | ESPR Intermittent | 13651-44-51-107-31-01 | 2-5 | ESSR | 13667-44-51-107-31-01 | 2-5 | ESSR, CH | 13667-44-51-107-31-21 | 2-5 | ESSR, SS | 13667-44-51-107-31-31 | 2-5 |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies | | | | | | | | | | | | | | | | | | | | |
| ESPR | 13650-44-51-107-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| ESPR, SS | 13650-44-51-107-31-31 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| ESPR Intermittent | 13651-44-51-107-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| ESSR | 13667-44-51-107-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| ESSR, CH | 13667-44-51-107-31-21 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| ESSR, SS | 13667-44-51-107-31-31 | 2-5 | | | | | | | | | | | | | | | | | | | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | | | | | | | | | | | | | | | | | | | | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | | | | | | | | | | | | | | | | | | | | | |

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|---|--|------------------------------------|---|----------------------------|--|--|--------------------|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | 29 | SS | 13600-44-53-105-30-31 | | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 099 | N | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Joliet Local Office | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC 149 DOWNWARD REALLOCATION <input type="checkbox"/> MC 150 LATERAL REALLOCATION <input type="checkbox"/> MC 158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Joliet, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
|  27 | | |  | | |  | | | 03/06/2019 |

Debra Mayes 4-26-19

MAR 28 2019
BY: _____

| 16. (CONTINUED) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PSA, Opt. 1 37015-44-53-105-00-01 | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">WORKING TITLE (IF ANY)</td> </tr> <tr> <td style="padding: 2px;">Local Office Manager</td> </tr> </table> | WORKING TITLE (IF ANY) | Local Office Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WORKING TITLE (IF ANY) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local Office Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Position Title | Position Number | No. of Incumbents or Funded Vacancies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ES Program Rep | 13650-44-53-105-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ES Program Rep Intermittent | 13651-44-53-105-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ES Service Rep | 13667-44-53-105-31-01 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ES Service Rep, SS | 13667-44-53-105-31-31 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|--|------------------------------------|---|----------------------------|---|--|-------------|--------------------|--------------------|--|--|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | 29 | SS | 13600-44-54-102-50-31 | | | | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 101 | 1 | R | N | | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | | 13. EFFECTIVE DATE | | | |
| New/Revised Position Northern Region/ Rockford Local Office | | Service Unit IV | | | | | | 11/01/2020 | | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | | | |
| New/Revised Position Rockford, IL | | RC062 | | N | | | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janele Jorde</i> 39 | | | IMMEDIATE SUPERVISOR SIGNATURE RECEIVED <i>Stephan</i> | | | AGENCY HEAD SIGNATURE <i>Kristin Richards</i> | | | DATE 11/06/2020 | | |

| 16. (CONTINUED) | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------------------------------|-----------------|---------------------------------------|------|-----------------------|-----|----------|-----------------------|-----|------|-----------------------|-----|----------|-----------------------|-----|--|--|--|--|--|--|--|--|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | | | | | | | | | | | | | | | | | | | | | | | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | | | | | | | | | | | | | | | | | | | | | | | | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | | | | | | | | | | | | | | | | | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | | | | | | | | | | | | | | | | | | | | | | | | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | | | | | | | | | | | | | | | | | | | | | | | | |
| PSA, Opt. 1 37015-44-54-102-00-01 | | | | | | | | | | | | | | | | | | | | | | | | | |
| WORKING TITLE (IF ANY) Local Office Manager | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | | | | | | | | | | | | | | | | | | | | | | | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | | | | | | | | | | | | | | | | | | | | | | | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Position Title | Position Number | No. of Incumbents or Funded Vacancies | | | | | | | | | | | | | | | | | | | | | | | |
| ESPR | 13650-44-54-103-51-01 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | |
| ESPR, SS | 13650-44-54-102-51-31 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | |
| ESSR | 13667-44-54-102-51-01 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | |
| ESSR, SS | 13667-44-54-102-51-31 | 2-5 | | | | | | | | | | | | | | | | | | | | | | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | | | | | | | | | | | | | | | | | | | | | | | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | | | | | | | | | | | | | | | | | | | | | | | | |



| | | | | | | | | | |
|--|--|---|----------------|---|---|-------------|--------------------|---------------|--|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | 22 | PO | 13600-44-54-103-40-41 | | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | 0 | 016 | 1 | R | | |
| 10. SECTION Existing Position | | 11. UNIT | | 12. TRANSACTION CODE | | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northern Region/ Arlington Hts. Local Office | | Service Unit III | | | | | 05/01/2020 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Arlington Heights, IL | | RC062 | | N | | | | | |
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | |
| 30% | | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.</p> <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | |
| 30% | | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | |
| 10% | | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janel Janki</i> | | IMMEDIATE SUPERVISOR SIGNATURE RECEIVED | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> | | | DATE 05/13/2020 | | |

MAY 20 2020

D. Stuebel 5/20/20
Shela Tappan
5/20/20 Per _____

| 16. (CONTINUED) | | |
|---|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Polish language to assist clients who request or need interpretive services. | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt 1 37015-44-54-103-00-01 | | |
| WORKING TITLE (IF ANY) | | |
| Local Office Manager | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| ESPR | 13650-44-54-103-41-01 | 2-5 |
| ESPR, PO | 13650-44-54-103-41-41 | 2-5 |
| ESSR | 13667-44-54-103-41-01 | 2-5 |
| ESSR, SS | 13667-44-54-103-41-31 | 2-5 |
| | | |
| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. | | |




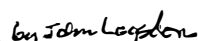

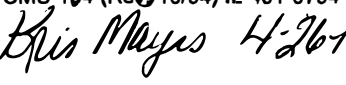
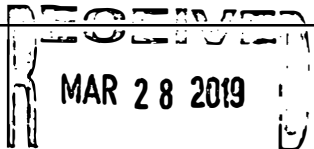
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|--|--|------------------------------------|---|----------------------------|--|---|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | 29 | SS | 13600-44-54-103-50-31 | | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/ AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 016 | N | R | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northern Region/ Arlington Hts. Local Office | | Service Unit IV | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC 149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Arlington Heights, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janet Jorde</i> | | | IMMEDIATE SUPERVISOR SIGNATURE RECEIVED | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> | | DATE 03/06/2019 | |

Shirley Mayes 5-1-19

MAY 01 2019

BY: _____

| 16. (CONTINUED) | | |
|---|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. 1 37015-44-54-103-00-01 | | |
| WORKING TITLE (IF ANY) | | |
| Local Office Manager | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| ESPR | 13650-44-54-103-51-01 | 1 |
| ESSR | 13667-44-54-103-51-01 | 2 |
| ESSR, SS | 13667-44-54-103-51-31 | 1 |
| | | |
| | | |
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| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|--|--|------------------------|--|----------------------------|-----------------------|---|--------------------|----------|---|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position | | | | | | | | | |
| Employment Security Field Office Supervisor | | | 29 | SS | 13600-44-54-107-50-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | |
| New/Revised Position | | | | | | | | | |
| IL Department of Employment Security | | | Service Delivery/ Field Operations | | 0 | 045 | N 1 | R | 09/01/2020 - update to A/I code and supervisor PN |
| 10. SECTION | | | 11. UNIT | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | 02/16/2019 | | |
| New/Revised Position | | | | | | | | | |
| Northern Region/ North Aurora Local Office | | | Service Unit III | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position | | | | | | | | | |
| North Aurora, IL | | | RC062 | | N | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
|  <i>James J. Lee</i> | | |  <i>Edm. Logsdon</i> | | |  <i>Thomas Chon</i> | | | 03/06/2019 |
| CMS-104 (Rev. 10/94) PL 401-0794  <i>Ellis Mayes 4-26-19</i> | | | | | | | | | |
|  RECEIVED MAR 28 2019 BY: _____ | | | | | | | | | |

| 16. (CONTINUED) | | | | | | | | | | | | | | | | | | | |
|--|--|---------------------------------------|------------------------|--|----------------------|-----------------------|---|----------|-----------------------|---|------|-----------------------|---|--|--|--|--|--|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | | | | | | | | | | | | | | | | | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | | | | | | | | | | | | | | | | | | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | | | | | | | | | | | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | | | | | | | | | | | | | | | | | | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | | | | | | | | | | | | | | | | | | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <tr> <td>PSA, Opt. 1 37015-44-54-107-00-01</td> <td>WORKING TITLE (IF ANY)</td> </tr> <tr> <td>PSA, Opt. SS1 37015-44-54-107-00-31</td> <td>Local Office Manager</td> </tr> </table> | | PSA, Opt. 1 37015-44-54-107-00-01 | WORKING TITLE (IF ANY) | PSA, Opt. SS1 37015-44-54-107-00-31 | Local Office Manager | | | | | | | | | | | | | | |
| PSA, Opt. 1 37015-44-54-107-00-01 | WORKING TITLE (IF ANY) | | | | | | | | | | | | | | | | | | |
| PSA, Opt. SS1 37015-44-54-107-00-31 | Local Office Manager | | | | | | | | | | | | | | | | | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | | | | | | | | | | | | | | | | | | |
| <p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p> | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Position Title</th> <th>Position Number</th> <th>No. of Incumbents or Funded Vacancies</th> </tr> </thead> <tbody> <tr> <td>ESPR</td> <td>13650-44-54-107-51-01</td> <td>5</td> </tr> <tr> <td>ESPR, SS</td> <td>13650-44-54-107-51-31</td> <td>1</td> </tr> <tr> <td>ESSR</td> <td>13667-44-54-107-51-01</td> <td>2</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> | | Position Title | Position Number | No. of Incumbents or Funded Vacancies | ESPR | 13650-44-54-107-51-01 | 5 | ESPR, SS | 13650-44-54-107-51-31 | 1 | ESSR | 13667-44-54-107-51-01 | 2 | | | | | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies | | | | | | | | | | | | | | | | | |
| ESPR | 13650-44-54-107-51-01 | 5 | | | | | | | | | | | | | | | | | |
| ESPR, SS | 13650-44-54-107-51-31 | 1 | | | | | | | | | | | | | | | | | |
| ESSR | 13667-44-54-107-51-01 | 2 | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | | | | | | | | | | | | | | | | | | |
| <p>Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</p> | | | | | | | | | | | | | | | | | | | |

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|---|--|--|--|----------------|---|-----------------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | | 29 | SS | 13600-44-60-101-40-31 | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AA AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | Service Delivery/ Call Center Operations | | | | | | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 022 | N | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position Lombard Call Center – Section A | | | | | | | 02/16/2019 | | |
| New/Revised Position Call Center Operations/ Lombard Call Center – Section A | | Service Unit A-4 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Lombard, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>James Jones</i> | | <i>[Signature]</i> | | | <i>Thomas Chan</i> | | | 03/06/2019 | |

| 16. (CONTINUED) | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---------------------------------------|------------------------|---------------------------------------|---------------------|-----------------------|------|--------------------|-----------------------|-----|--|--|--|--|--|--|--|--|--|--|--|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | | | | | | | | | | | | | | | | | | | | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | | | | | | | | | | | | | | | | | | | | | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | | | | | | | | | | | | | | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | | | | | | | | | | | | | | | | | | | | | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | | | | | | | | | | | | | | | | | | | | | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center; padding: 2px;">WORKING TITLE (IF ANY)</td> </tr> <tr> <td style="padding: 2px;">PSA, Opt. 1 37015-44-60-101-00-01</td> <td style="text-align: center; padding: 2px;">Call Center Manager</td> </tr> </table> | | | WORKING TITLE (IF ANY) | PSA, Opt. 1 37015-44-60-101-00-01 | Call Center Manager | | | | | | | | | | | | | | | | | |
| | WORKING TITLE (IF ANY) | | | | | | | | | | | | | | | | | | | | | |
| PSA, Opt. 1 37015-44-60-101-00-01 | Call Center Manager | | | | | | | | | | | | | | | | | | | | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | | | | | | | | | | | | | | | | | | | | | |
| <p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p> | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%; text-align: left;">Position Title</th> <th style="width: 30%; text-align: left;">Position Number</th> <th style="width: 35%; text-align: left;">No. of Incumbents or Funded Vacancies</th> </tr> </thead> <tbody> <tr> <td>ES Program Rep</td> <td>13650-44-60-101-41-01</td> <td style="text-align: center;">3-10</td> </tr> <tr> <td>ES Program Rep, SS</td> <td>13650-44-60-101-41-31</td> <td style="text-align: center;">2-5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> | | Position Title | Position Number | No. of Incumbents or Funded Vacancies | ES Program Rep | 13650-44-60-101-41-01 | 3-10 | ES Program Rep, SS | 13650-44-60-101-41-31 | 2-5 | | | | | | | | | | | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies | | | | | | | | | | | | | | | | | | | | |
| ES Program Rep | 13650-44-60-101-41-01 | 3-10 | | | | | | | | | | | | | | | | | | | | |
| ES Program Rep, SS | 13650-44-60-101-41-31 | 2-5 | | | | | | | | | | | | | | | | | | | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | | | | | | | | | | | | | | | | | | | | | |
| <p>Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</p> | | | | | | | | | | | | | | | | | | | | | | |

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|--|---|--|--------------------------------|----------------------------|---|--------------------------------------|--------------------|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Employment Security Field Office Supervisor | | | 22 | PO | 13600-44-60-102-30-41 | | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/ AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | Service Delivery/ Call Center Operations | | | | | | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 022 | N | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position Lombard Call Center- Section B | | | | | | | 02/16/2019 | | |
| New/Revised Position Call Center Operations/ Lombard Call Center- Section B | | Service Unit B-3 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Lombard, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 10% | <p>3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
| <i>Janel Jank</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> <i>by jank</i> | | | 03/06/2019 |

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|---|---|---|
| 16. (CONTINUED) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations. | |
| 10% | 5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Polish language to assist clients who request or need interpretive services. | |
| 05% | 6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. PO1 37015-44-60-102-00-41 | | WORKING TITLE (IF ANY) Call Center Manager |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| ES Program Rep | 13650-44-60-102-31-01 | 10-40 |
| ES Program Rep, PO | 13650-44-60-102-31-41 | 2-5 |
| | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-51-101-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/ AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Lawrence Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 2444 West Lawrence Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> 27 | | | <i>Thomas Chan</i> BY: _____ | | | <i>Thomas Chan</i> BY: _____ | | | 03/22/2019 | |

RECEIVED

MAR 28 2019

Kris Mayes 4-25-19

| 16. (CONTINUED) | |
|-----------------|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-51-101-20-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|--|--|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 22 | PO | 13650-44-51-101-31-41 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Lawrence Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 2444 West Lawrence Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Chris Mayes 425-19

BY: _____

RECEIVED
MAR 28 2019

| 16. (CONTINUED) | | |
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| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| % OF TIME | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-51-101-30-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-51-102-10-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | 2 | R | N |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Chicago Region/ 71st Street Local Office | | | | | | | | 05/16/2020 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Daley College 7500 S. Pulaski; Chicago, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants; provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES); processes client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>[Redacted]</i> | | | <i>Thomas Chan</i> | | | 05/17/2020 | |

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| 16. (CONTINUED) | | |
|--|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects suitable job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected training programs or jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. | |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized service to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| PSA, Opt 1 37015-44-51-102-00-01 | | Local Office Manager |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 03 | CH | 13650-44-51-107-21-21 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 West 18th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Chinese language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Chinese language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |
| CMS-104 (Rev. 10/94) IL 201-0794 | | | RECEIVED MAR 28 2013 | | | BY: _____ | | | | |
| <i>Eric Meyers 4-25-19</i> | | | | | | | | | | |

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| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Chinese language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-51-107-20-31 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Chinese language at a colloquial skill level in carrying out position duties in conjunction with Chinese speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-51-107-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 West 18th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

MAR 28 2019

| 16. (CONTINUED) | | |
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| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-51-107-20-31 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-51-107-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 West 18th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Poole</i> | | | MAR 28 2013 | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Kris Mayo 4-25-19

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-51-107-30-31 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| | Position Title | No. of Incumbents or Funded Vacancies |
| | N/A | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-53-101-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Harvey Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Harvey, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

MAR 29 2019

Kris Mayo 42519

BY: _____

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-53-101-20-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|--|------------------------|------------------------------------|----------------|----------------------------|--|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | 13650-44-53-220-42-31 | | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-53-104-10-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | Employment Services | | | | | 07/16/2018 | | |
| New/Revised Position | | | | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Maywood, IL | | | | | | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients. | | | | | | | | | |
| 25% | 1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs. | | | | | | | | | |
| 25% | 2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems. | | | | | | | | | |
| 20% | 3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites. | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>J. McV...</i> | | | AUG 06 2018 | | | <i>Jeffrey D. Maye</i> | | | 07/31/2018 | |

| 16. (CONTINUED) | | |
|---|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. | |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. 1 37015-44-53-104-00-01 | | |
| WORKING TITLE (IF ANY) | | |
| Local Office Manager | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
| | | |
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| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-53-104-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Burbank Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Burbank, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |
| CMS-194 (Rev. 10/94) IL 401-6794 | | | MAR 28 2019 | | | BY: _____ | | | | |
| <i>Kris Mayo 425-19</i> | | | | | | | | | | |

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-53-104-30-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-53-105-41-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 099 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Joliet Local Office | | | Service Unit III | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Joliet, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Chris Mayes 4-25-19

MAR 28 2019
BY: _____

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-53-105-40-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|--|------------------------|------------------------------------|----------------|----------------------------|--|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | 13650-44-54-220-41-31 | | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-54-102-10-31 | | | | |
| Employment Security Program Representative | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 056 | Y | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | Employment Services | | | | | 07/16/2018 | | |
| Northern Region | | | | | | | | | | |
| New/Revised Position | | | | | | | | | | |
| Northern Region/ Rockford Local Office | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Woodstock, IL | | | | | | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients. | | | | | | | | | |
| 25% | 1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs. | | | | | | | | | |
| 25% | 2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems. | | | | | | | | | |
| 20% | 3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites. | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| | | | | | | | | | 07/31/2018 | |

| 16. (CONTINUED) | | |
|---|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. | |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. 1 37015-44-54-102-00-01 | | |
| WORKING TITLE (IF ANY) | | |
| Local Office Manager | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
| | | |
| | | |
| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-102-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 101 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Rockford Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Rockford, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>John J. J...</i> 27 | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> <i>[Signature]</i> | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-54-102-20-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



| | | | | | | | | | | |
|---|--|---|------------------------------------|----------------|----------------------------|-----------------------|----------------|--------------------|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-54-102-31-31 | | | | |
| Employment: Security Program: Representative | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | N |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 101 | 2 | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 12/01/2019 | | |
| New/Revised Position | | | Service Unit III | | | | | | | |
| Northern Region/ Rockford Local Office | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | | N | | | | |
| Rockford IL | | | | | | | | | | |
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 25% | | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 25% | | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | |

RECEIVED

| | | | |
|--|---|---|--------------------|
| DIRECTOR OF CMS SIGNATURE <i>Janet J. [Signature]</i> | IMMEDIATE SUPERVISOR SIGNATURE DEC 13 2019 | AGENCY HEAD SIGNATURE <i>Thomas Chan [Signature]</i> | DATE 12/13/2019 |
|--|---|---|--------------------|

CMS-104 (REV. 11/19) 401-C794
D. [Signature] 12/16/19

Per _____

| 16. (CONTINUED) | | |
|--|-----------------|---|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. | Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. | Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. | Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-54-102-30-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---------------------------|---|---|--------------------------------|----------------|----------------------------|-----------------------|--|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| Existing Position | | | | | | 13650-44-54-220-43-31 | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-54-103-10-31 | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | |
| New/Revised Position | | IL Department of Employment Security | | | 0 | 049 | Y | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | Northern Region | | | Employment Services | | 07/16/2018 | | |
| New/Revised Position | | Northern Region/ Arlington Heights Local Office | | | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position | | Waukegan, IL | | RC062 | N | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.</p> | | | | | | | | |
| 25% | <p>1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.</p> | | | | | | | | |
| 25% | <p>2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.</p> | | | | | | | | |
| 20% | <p>3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
| | | | | | | | | | 07/31/2018 |

| | | |
|--|---|---------------------------------------|
| 16. (CONTINUED) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. | |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | |
| | WORKING TITLE (IF ANY) | |
| PSA, Opt. 1 37015-44-54-103-31-01 | Local Office Manager | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| <p>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p> | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
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| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| <p>Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</p> | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-103-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Arlington Heights Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Arlington Heights, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Ford</i> | | | MAR 28 2019 | | | <i>Thomas Chan</i> <i>by Janet Ford</i> | | | 03/22/2019 | |

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-54-103-30-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

| | | | | | | | | | | |
|---|--|------------------------|------------------------------------|----------------|----------------------------|-----------------------|----------------|--|------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Program Representative | | | | 22 | PO | 13650-44-54-103-41-41 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | 2 | R | N |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northern Region/ Arlington Hts. Local Office | | | Service Unit III | | | | | 05/01/2020 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | | <input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC 149 DOWNWARD REALLOCATION <input type="checkbox"/> MC 150 LATERAL REALLOCATION <input type="checkbox"/> MC 158 UPWARD REALLOCATION | | |
| New/Revised Position Arlington Heights, IL | | | RC062 | | | N | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jank</i> | | | RECEIVED | | | <i>Thomas Chan</i> | | | 05/13/2020 | |

D. Shari 5/20/20 *Shari T. P... 5/19/20* **MAY 19 2020**

| 16. (CONTINUED) | | |
|--|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-54-103-40-41 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-103-61-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Arlington Heights Local Office | | | Service Unit V | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Arlington Heights, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| 25% | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Epis Mayes 4-25-19

BY: _____

MAR 28 2019

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-54-103-60-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-105-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Carpentersville Processing Center | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Carpentersville, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|-----------------|---|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. | Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. | Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. | Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-54-105-20-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-105-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Carpentersville Processing Center | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Carpentersville, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

MAR 28 2019

16. (CONTINUED)

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-54-105-30-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|--|----------------|--------------------|------------|---|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | 13650-44-54-220-42-31 | | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-54-107-10-31 | | | | |
| Employment Security Program Representative | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 022 | Y 2 | R | 9/1/2020 - update to A/I code and supervisor PN |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | Employment Services | | | | | 07/16/2018 | | |
| Northern Region | | | | | | | | | | |
| New/Revised Position | | | | | | | | | | |
| Northern Region/ North Aurora Local Office | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Lisle, IL | | | | | | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients.</p> | | | | | | | | | |
| 25% | <p>1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs.</p> | | | | | | | | | |
| 25% | <p>2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.</p> | | | | | | | | | |
| 20% | <p>3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| | | | AUG 06 2018 | | | | | | 07/31/2018 | |

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|--|------------------------|
| PSA, Opt. 1 37015-44-54-107-00-01 | WORKING TITLE (IF ANY) |
| PSA, Opt. SS1 37015-44-54-107-00-31 | Local Office Manager |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
| | | |
| | | |
| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-107-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/ AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ North Aurora Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position North Aurora, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jorde</i> 27 | | | <i>MAR 28 2019</i> | | | <i>Thomas Chan</i> <i>by jsm</i> | | | 03/22/2019 | |

Kris Mayo 42519

BY: _____

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-54-107-20-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



| | | | | | | | | | | |
|--|---------|---|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-107-41-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ North Aurora Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position North Aurora, IL | | | RC062 | | N | | | | | |
| % | OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 25% | | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 25% | | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janell Jorde</i> 27 | | | <i>[Signature]</i> MAY 01 2019 | | | <i>Thomas Chan</i> <i>[Signature]</i> | | | 03/22/2019 | |

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Chris Hayes 5119

BY: _____

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-54-107-40-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-54-107-51-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northern Region/ North Aurora Local Office | | | Service Unit III | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position North Aurora, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| 25% | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Jamil Jodeh</i> 27 | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>Asst. Dir.</i> | | | DATE 03/22/2019 | |

Chris Mayes 5-1-19

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BY: _____

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-54-107-50-31 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | | 29 | SS | 13650-44-55-103-21-31 | | | | |
| Employment Security Program Representative | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 050 | Y | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Northwest Region/ Ottawa Local Office | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Ottawa, IL | | | | | | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jorde</i> 27 | | | MAR 28 2019 | | | <i>Thomas Chan</i> <i>by Janel</i> | | | 03/22/2019 | |

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-55-103-20-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-55-104-11-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 081 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northwest Region/ Rock Island Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Rock Island, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>Thomas Chan</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |
| CMS-104 (Rev 10/94) IL 401-0794 | | | MAR 28 2019 | | | | | | | |

Brian Meyer 42519

| 16. (CONTINUED) | | |
|--|-----------------|---|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. | Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. | Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. | Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-55-104-10-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|--------------------|----------|---------------|--|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-55-106-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE | |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | 0 | 098 | Y | R | | |
| 10. SECTION | | | 11. UNIT | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | | |
| Existing Position | | | | | | | 02/16/2019 | | | |
| New/Revised Position Northwest Region/ Sterling Local Office | | | Service Unit I | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Sterling, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jorde</i> | | | MAR 28 2019 | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Kris Mayra 4-25-19

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| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-55-106-20-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-55-108-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 072 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northwest Region/ Peoria Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Peoria, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (I JL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>James Jones</i> 27 | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> <i>[Signature]</i> | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-55-108-30-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



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|---|--|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER 13650-44-56-220-41-31 | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-56-101-10-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 092 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Central Region | | | Employment Services | | | | | 07/16/2018 | | |
| New/Revised Position Northwestern Region/ Champaign Local Office | | | | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input checked="" type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| New/Revised Position Danville, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military, other federal or trade readjustment; conducts benefit right interviews; provides orientation and clarifies eligibility factors; adjudicates minor benefit claim issues. Through the use of the IL Labor Exchange system, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; processes and extracts data using automated data systems; refers clients with complex issues and service needs to the appropriate office or partner staff; establishes and maintains activity reports. As needed, performs these duties for assigned worksites within the service delivery area, other than the primary assigned office. Provides interpretive services for Spanish speaking clients. | | | | | | | | | |
| 25% | 1. Using the Spanish language when necessary, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines appropriate service for the applicant and coaches in the registration process to facilitate self-service; assists in the formation of work search action plan and reviews for compliance; explains rights and responsibilities on benefits programs. | | | | | | | | | |
| 25% | 2. Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; process client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems. | | | | | | | | | |
| 20% | 3. Assists clients with various programs and services offered by IDES and partner agencies, using the Spanish language when necessary. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses client skills, researches and modifies the skills to match the client; refers clients to employers and hiring fairs for job interviews; selects appropriate job openings as listed in IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; follows up on job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. Travels to fairs and worksites. | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| | | | AUG 06 2018 | | | | | | 07/31/2018 | |

10/11/18

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|---|---|--|
| 16. (CONTINUED) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate. | |
| 10% | 5. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. 1 37015-44-56-101-00-01 | | WORKING TITLE (IF ANY) Local Office Manager |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
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| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

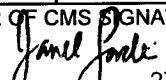
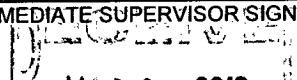
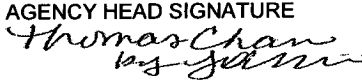


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|---|---|------------------------|---|----------------|----------------------------|---|----------------|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-56-101-31-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 010 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northwest Region/ Champaign Local Office | | | Service Unit I | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Champaign, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janet Jank</i> 27 | | | IMMEDIATE SUPERVISOR SIGNATURE <i>Thomas Chan</i> MAY 01 2019 | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>as per me</i> | | | DATE 03/22/2019 | |

Ann Hayes 5119

BY: _____

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-56-101-30-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

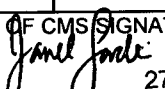
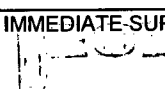
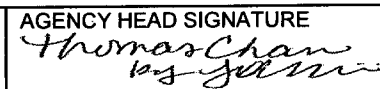
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|---|---|------------------------|---|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-60-101-11-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 022 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Lombard Call Center - Section A | | | Service Unit A-1 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Lombard, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | |  28 | | |  28 | | | 03/22/2019 | |

Kevin Mayo 4-25-19

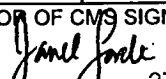
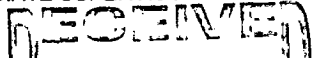
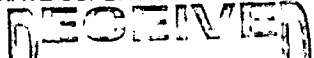
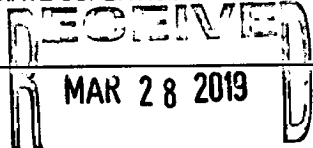

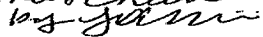
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MAR 28 2019

| 16. (CONTINUED) | | |
|--|----------------|---|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. | Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. | Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. | Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-60-101-10-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| | Position Title | Position Number |
| N/A | | No. of Incumbents or Funded Vacancies |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|--|------------------------|---|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | | 22 | PO | 13650-44-60-101-11-41 | | | | |
| Employment Security Program Representative | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | Service Delivery/ Call Center Operations | | | | | | | |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 022 | Y | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| Lombard Call Center - Section A | | | | | | | | | | |
| New/Revised Position | | | Service Unit A-1 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Call Center Operations/Lombard Call Ctr.- Section A | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Lombard, IL | | | | | | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | |  27 | | |  27 | | | 03/22/2019 | |

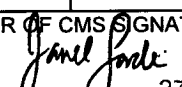
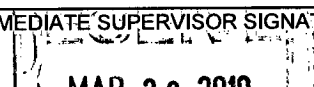
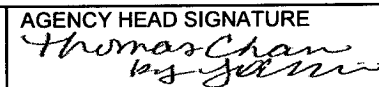
| 16. (CONTINUED) | | |
|--|---|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-60-101-10-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|--|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-60-101-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 022 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Lombard Call Center - Section A | | | Service Unit A-2 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Lombard, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27  | | |   | | |   | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-60-101-20-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| | Position Title | No. of Incumbents or Funded Vacancies |
| | N/A | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-60-101-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 022 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Lombard Call Center - Section A | | | Service Unit A-3 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Lombard, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> | | | <i>R</i> MAR 28 2019 | | | <i>Thomas Chan</i> <i>by Jank</i> | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| % OF TIME | | |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. | |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| Employment Security Field Office Supervisor 13600-44-60-101-30-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

| | | | | | | | | | | |
|---|---|------------------------|--|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-60-102-11-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 022 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Lombard Call Center - Section B | | | Service Unit B-1 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Lombard, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | |  MAR 28 2019 | | |  Thomas Chan | | | 03/22/2019 | |

| 16. (CONTINUED) | |
|-----------------|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 20% | 3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-60-102-10-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER


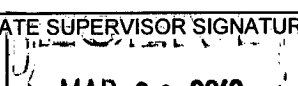
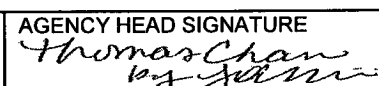
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|--|---|------------------------|--|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Program Representative | | | | 29 | SS | 13650-44-60-121-11-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 081 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Rock Island Call Center | | | Service Unit 1 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Rock Island, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  2 | | |  MAR 28 2019 | | |  Thomas Chan as per | | | 03/22/2019 | |

| 16. (CONTINUED) | | |
|--|-----------------|---|
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 20% | 3. | Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 4. | Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 10% | 5. | Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. |
| 05% | 6. | Establishes and maintains activity reports to demonstrate work activity and detail time charging. |
| 05% | 7. | Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-60-121-10-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

| | | | | | | | | | | |
|---|--|------------------------|---------------------------------|----------------|----------------------------|---|----------------|--------------------|----------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Service Rep | | | | 29 | SS | 13667-44-03-110-10-32 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AJ AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Legal Services/ Board of Review | | | 0 | 016 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Case Management | | | | | | | | 10/16/2013 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position 33 S. State Street Chicago, IL 60603 | | | RC062 | | N | | | | | |

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|-----------|--|---|--|--|--|--|--|--|--|
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | |
| | | <p>Under general direction, performs complex adjudication functions and activities involved in the resolution of Unemployment Insurance benefit entitlement resolutions under the provisions of the Illinois Unemployment Insurance Act and in compliance with federal and state statutory provisions, rules, regulations and requirements; conducts critical analyses of cases submitted, reviewing for sufficiency and adjudication correctness and timeliness; creates, enters and extracts data from automated information systems; serves as liaison in responding to internal and external inquiries relating to problem resolution of cases pending before the Board. Provides interpretive services for Spanish speaking clients.</p> | | | | | | | |
| 40% | | <p>1. Performs highly complex analytical duties in the review of appeal requests from claimants or employers filed to the Board of Review, at the local office level, or those related to dockets that are filed in the circuit court system; determines request status and establishes case routing, priority and path based on prior adjudication activity and potential case outcome; creates case files; makes appropriate copies based on applicable filings and issues in IBIS system; produces organized record for purposes of filing the agency response in court in conjunction with the Attorney General's Office; establishes case tracking and generates notices to claimants, employers representatives and/or their attorneys using the automated BRDS (Board of Review Docketing System); reviews audio recordings of hearings to determine whether a transcript is required; when necessary, uploads/downloads files using related electronic systems.</p> | | | | | | | |
| 20% | | <p>2. Provides advice and technical assistance to staff, employers, claimants, and their authorized representatives concerning aspects of the UI Act to promote full understanding of their rights and of the controversial issues to be resolved; accesses pertinent information systems to respond to internal and external inquiries; investigates, researches and explains case disposition; resolves issues and processes requires for transcripts, requests for oral hearings and submission of written arguments.</p> | | | | | | | |

RECEIVED

NOV 07 2013

DIRECTOR OF CMS SIGNATURE
Simone McNeil
 CMS-104 (Rev. 10/04) 10/16/13
12-3-13

IMMEDIATE SUPERVISOR SIGNATURE
 By _____

AGENCY HEAD SIGNATURE
[Signature]

DATE
 10/30/2013

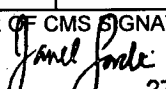
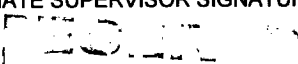
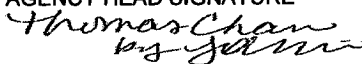
| | | |
|---|---|---------------------------------------|
| 16. (CONTINUED) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 15% | 3. Provides interpretive services to Spanish speaking claimants, including the review of appeal requests. Using the Spanish language, provides assistance and answers telephone and in-person inquiries regarding the Board of Review and the Administrative Review appeal procedures and guidelines. Translates Board of Review appeals in written form from Spanish to English for the Board of Review members and attorneys. | |
| 10% | 4. Analyzes incoming cases to determine sufficiency of material; requests additional or corrected information as needed (i.e., the highly complicated areas of protested determinations and assessments, transfers and cancellations of wage charges); reviews, verifies and organizes data; consults with and advises legal staff as to contents and application of pertinent policies and procedures. | |
| 10% | 5. As requested, researches Board of Review precedents, court rulings and opinions; excerpts pertinent information; performs special projects and/or prepares statistical reports; assists in publishing decisions and opinions. | |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Public Service Admin, Opt 1 37015-44-03-100-00-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in social/behavioral sciences or business and one year as a full-time professional employee with the Illinois Department of Employment Security; or five years professional experience in personnel administration, or business ownership management or operation. Requires extensive knowledge of client and employer rights and obligations in order to provide for the appropriate determination of ^{disputes} complex Unemployment Insurance claims benefit issues. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



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|---|---|------------------------|--|----------------|----------------------------|---|----------------|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-51-101-21-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Chicago Region/ Lawrence Local Office | | | Service Unit I | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position 2444 West Lawrence Chicago, IL | | | RC062 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janell Jorde</i> 27 | | | IMMEDIATE SUPERVISOR SIGNATURE MAR 28 2019 | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>by Janell</i> | | | DATE 03/22/2019 | |

Miss Maye 425-19

| | | |
|--|---|---------------------------------------|
| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. | |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. | |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-51-101-20-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|---|------------------------|---|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-51-102-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ 71st Street Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1515 East 71st Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | |  | | |  by [Redacted] | | | 03/22/2019 | |

MAR 28 2019

Eris Mayer 4-27-19

| | | |
|--|---|---------------------------------------|
| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. | |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. | |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-51-102-30-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-51-107-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 West 18th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>James J. J...</i> 27 | | | MAR 28 2019 | | | <i>Thomas Chan</i> <i>by J...</i> | | | 03/22/2019 | |

Elis Mayer 429-19

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|---|
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-51-107-20-31 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

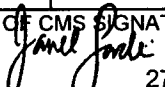
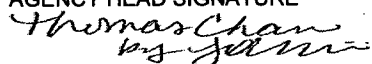
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-51-107-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Chicago Region/ Pilsen Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position 1700 West 18th Street Chicago, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  27 | | | | | |  Thomas Chan by J. J. | | | 03/22/2019 | |

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-51-107-30-31

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|---|--|---|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-53-101-41-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Harvey Local Office | | | Service Unit III | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Harvey, IL | | | RC062 | | N | | | | | |
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| 40% | | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 10% | | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>James Poole</i> | | | | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Kris Mays 4-29-19

MAR 28 2019

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-53-101-40-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-53-104-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Burbank Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Burbank, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janel Jorde</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Ku Mayu 4/29/19

MAR 28 2019

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-53-104-30-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-53-104-41-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Burbank Local Office | | | Service Unit III | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Burbank, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

Bliss Reyes 4/2/19

MAR 28 2019

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| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. | |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. | |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| Employment Security Field Office Supervisor 13600-44-53-104-40-01 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
| | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-53-105-31-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 099 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Metro South Region/ Joliet Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Joliet, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| 40% | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jorde</i> | | | | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

CMS-104 (Rev. 10/98) IL 401-079427
Kris Mayes 4-29-19

MAR 28 2019

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-53-105-30-31 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
| | | |
| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-54-102-41-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 101 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ Rockford Local Office | | | Service Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Rockford, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> 27 | | | | | | <i>Thomas Chan</i> <i>by Jan</i> | | | 03/22/2019 | |

Chris Mays 4/27/19

MAR 28 2019

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-54-102-40-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|--|---|------------------------------------|----------------|---|-----------------------|--------------------|----------|---------------|--|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | 29 | SS | 13667-44-54-105-21-31 | | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/ AUTH | 8. AUDIT | 9. OFFICE USE | |
| Existing Position | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | 0 | 045 | Y | R | | |
| 10. SECTION | | 11. UNIT | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | | |
| Existing Position | | | | | | 02/16/2019 | | | |
| New/Revised Position Northern Region/ Carpentersville Processing Center | | Service Unit I | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Carpentersville, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | IMMEDIATE SUPERVISOR SIGNATURE | | AGENCY HEAD SIGNATURE | | DATE | | | |
| <i>Janet Jorde</i> | | MAR 28 2019 | | <i>Thomas Chan</i> | | 03/22/2019 | | | |

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-54-105-20-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

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|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-54-107-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northern Region/ North Aurora Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position North Aurora, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| 40% | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>James J. [Signature]</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan [Signature]</i> | | | 03/22/2019 | |

For Mays 4-29-19

MAR 28 2019

BY: _____

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-54-107-20-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
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| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



| | | | | | | | | | |
|--|---|------------------------------------|--|----------------|---|-----------------------|--------------------|----------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-54-107-41-31 | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northern Region/ North Aurora Local Office | | Service Unit II | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position North Aurora, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| 40% | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Janet Jank</i> 27 | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> <i>vs Jan</i> | | DATE 03/22/2019 | | |

Handwritten signature
5-1-19

RECEIVED
MAY 01 2019

BY: _____

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-54-107-40-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
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| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|--|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-55-108-21-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 072 | Y | R | |
| 10. SECTION Existing Position | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Northwest Region/ Peoria Local Office | | | Service Unit I | | | | | 02/16/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Peoria, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Forder</i> | | | <i>[Signature]</i> | | | <i>Thomas Chan</i> <i>by [Signature]</i> | | | 03/22/2019 | |

Kris Mayo 429-19

MAR 28 2019

BY: _____

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Employment Security Field Office Supervisor 13600-44-55-108-20-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
| | | |
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| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**

| | | | | | | | | | | |
|---|---|------------------------|------------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Service Representative | | | | 29 | SS | 13667-44-56-107-21-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Service Delivery/ Field Operations | | | 0 | 001 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Northwest Region/ Quincy Local Office | | | Service Unit I | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Quincy, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 40% | <p>1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 10% | <p>3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Poole</i> | | | | | | <i>Thomas Chan</i> | | | 03/22/2019 | |

| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. |
| 05% | 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---|------------------------|
| Employment Security Field Office Supervisor 13600-44-56-107-20-01 | WORKING TITLE (IF ANY) |
|---|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



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|--|--|------------------------|---|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Specialist 1 | | | | 29 | SS | 13671-44-40-220-30-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | | Business Services | | | 0 | 010 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Intra-Agency Coordination | | | Migrant and Seasonal Farm Worker (MSFW) Program | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Champaign, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 20% | <p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 15% | <p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p> | | | | | | | | | |
| 15% | <p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Neil Jank</i> | | | | | | <i>Jeffrey D Mayo</i> | | | 02/22/2019 | |

Jeffrey D Mayo 3-26-19

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|---|
| 10% | 5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 10% | 6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|---------------------------|------------------------|
| PSA 37015-44-40-220-00-31 | WORKING TITLE (IF ANY) |
|---------------------------|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.



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|---|--|------------------------|--|----------------|----------------------------|---|----------------|--------------------|------------|-------------------------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Employment Security Specialist 1 | | | | 29 | SS | 13671-44-40-220-40-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AM AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | 041 | | | 05/16/2019 - update to county |
| New/Revised Position IL Department of Employment Security | | | Business Services | | | 0 | 082 | Y | R | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 02/16/2019 | | |
| New/Revised Position Intra-Agency Coordination | | | Migrant and Seasonal Farm Worker (MSFW) Program | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position Mount Vernon, IL Belleville, IL | | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 25% | <p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 20% | <p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 15% | <p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p> | | | | | | | | | |
| 15% | <p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Jank</i> 27 | | | <i>[Signature]</i> | | | <i>[Signature]</i> | | | 02/22/2019 | |

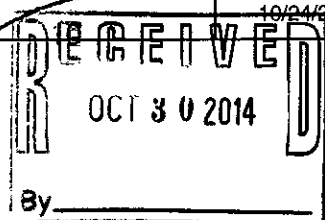
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| 16. (CONTINUED) | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | | |
| 10% | 5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA 37015-44-40-220-00-31 | | WORKING TITLE (IF ANY) |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. | | |
| If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel. | | |



| | | | | | | | | | |
|---------------------------|---|--|--------------------------------|----------------|--|-----------------------|--------------------|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| Existing Position | | | | | | 13672-44-13-570-10-32 | | | |
| New/Revised Position | | | | 29 | SS | 13672-44-22-540-10-31 | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | Administration | | | | | | | |
| New/Revised Position | | Service Delivery/ Unemployment Insurance Programs | | | 0 | 016 | Y | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | 10/01/2014 | | |
| New/Revised Position | | New Hire Unit | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position | | Chicago, IL | | RC062 | N | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under direction of the New Hire program manager, performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Interprets rules and regulations; provides technical assistance to employers; using a personal computer, reviews and analyzes employer reports; establish and maintain new hire reporting system. Makes recommendations to New Hire manager for program improvements. Provides interpretative services for Spanish speaking clients.</p> | | | | | | | | |
| 35% | 1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Reviews and analyzes employer new hire report submissions to monitor Unemployment Insurance benefits paid to claimants with unreported employment earnings. | | | | | | | | |
| 25% | 2. Using the Spanish language when necessary, provides technical assistance and guidance to employers regarding New Hire reporting instructions. Explains program rules, regulations, policies and procedures. Responds to inquiries; as requested, drafts responses and submits to manager for review. Reviews and provides interpretation of state and federal guidelines related to the program. Works with employers and New Hire program manager regarding the implementation of program procedures. | | | | | | | | |
| 20% | 3. Establishes and maintains new hire reporting system utilizing word processing, spreadsheet and database management software. Maintains and monitors files, develops system to organize statewide New Hire reports. | | | | | | | | |
| 15% | 4. Performs evaluation studies on existing New Hire processes; reviews, analyzes and evaluates new hire reporting procedures, ensuring adherence to state and federal guidelines. Participates in preparing reports from findings, makes recommendations of program improvements to New Hire manager to contribute to effectiveness of process. | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
| <i>Senora McNeil</i> | | | <i>Debra D. Saut</i> | | | <i>[Signature]</i> | | | 10/24/2014 |



16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 05% | 5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
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| PSA, Opt 1 37015-44-22-540-00-01 | WORKING TITLE (IF ANY) |
| | |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in the social sciences and one year professional experience; or requires five years of work experience in program research, evaluation, or design with three of the years at the professional level. Requires working knowledge of program research techniques and design of operational systems; agency programs, service goals, activities and operational systems. Requires elementary knowledge of state and federal regulations impacting on the design or operation of programs. Requires the ability to establish cooperative working relationships, communicate verbally and in written form, use mainframe and automated computer systems and related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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|--|---|---|--|----------------|--|---|--------------------|----------|--|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER 13673-44-41-200-10-31 | | | |
| New/Revised Position Employment Security Specialist 3 | | | | 29 | SS | 13673-44-40-220-10-31 | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION Business Services/ Employer Outreach | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Business Services | | | 0 | 016 | Y | R | 09-01-15 - Update to supervisor position |
| 10. SECTION Existing Position MSFW Program | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Intra-Agency Coordination | | Migrant and Seasonal Farm Worker (MSFW) Program | | | | | 12/16/2014 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Chicago, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction, independently performs professional functions in the Migrant Seasonal Farm Worker (MSFW) Program and other relevant Wagner-Peyser or Business Services programs; plans, evaluates and independently participates in program operations, designs and format; coordinates MSFW program with members of the Mayor's office of Employment and Training, Chicago Board of Education, SAFER Foundation, other employment training agencies, Cook County Development Board, Chicago Alliance of Business and IDES regional and local offices; provides technical assistance to IDES staff, Federal, State, City and County officials, employers, attorneys, accountants, consultants and other interested parties having questions or problems regarding MSFW and other Wagner-Peyser or Business Services programs and services. Provides interpretative services for Spanish speaking clients.</p> | | | | | | | | |
| 30% | 1. Independently performs advanced professional functions through evaluation and assessment of IDES statewide Migrant Seasonal Farm Worker program in accordance with established agency procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program. | | | | | | | | |
| 15% | 2. Discusses employer operations with management in order to identify potential positions suitable for participants in MSFW and other Wagner-Peyser or Business Services programs. Processes job order specifications using the internet based Illinois Labor Exchange system; matches job seekers with available jobs; screens applicants and coordinates employer interviews; provides applicants with instruction manuals on available training and educational programs. Matches job skill requirements with specific occupational opportunities. | | | | | | | | |
| 15% | 3. Using the Spanish language, provides specialized consultative assistance and guidance to support staff in servicing their employers or representatives; recommends methods on determining job applicant needs and provides counseling to resolve problems. Serves as final reviewer of job orders, job applications, certification requests for tax credits and petitions. Issue tax credit determinations/ denials or requests for additional information, petition findings shall be forwarded to the certification officer for decision. Establishes and maintains automated tracking systems. | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | DATE | | |
| <i>Samuel McKel</i> | | | | | <i>[Signature]</i> | | 12/09/2014 | | |

Debra D. Stout 12/30/14

DEC 17 2014

16. (CONTINUED)

16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)

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| 15% | 4. Advise employers of job duties and other requirements for the various occupations. Provides guidance to employers regarding the planning and implementation of work force recruitment procedures; develops contacts with businesses to promote the benefits of listing jobs with the Department of Employment Security. Analyzes and interprets complex federal immigration and naturalization (JSCIS) laws, regulations and policies required to implement USDOL programs. |
| 10% | 5. Provide technical assistance to regional and local office staff in developing procedures for statewide use in handling and reviewing of job orders, job applications and certification requests for tax credits. Serve as technical resource person to management in the preparation of responses to external audit or program review findings. Follow up to verify that corrective action has taken place. |
| 10% | 6. Travel to various locations to implement and explain IDES programs to participants; register enrollees and assist them in preparing applications. Assist in conducting necessary orientation sessions for executives and legal representatives. |
| 05% | 7. Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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| | WORKING TITLE (IF ANY) |
| Executive 2-13852-44-40-220-00-31 PSA, Opt S1 37015-44-40-220-00-31 | |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to four years college with major courses in the Social Sciences and two years professional experience in program research evaluation or design. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting on IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and ES activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/ES Program(s) activities. Must have the ability to communicate effectively in oral and written form and must be able to use a personal computer with related software programs including word processing, spreadsheets, database management and electronic mail. Requires the ability to speak Spanish at a colloquial level. Requires ability to travel.

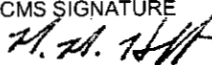

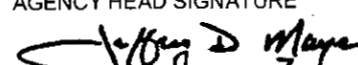


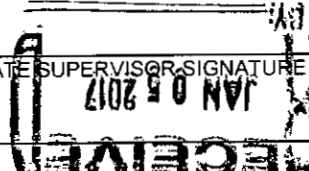
| | | | | | | | | | | |
|--|--|---|----------------|----------------------------|--|----------------|--------------------|--------------------|---------------|--|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER 13673-44-51-102-10-31 | | | | | |
| New/Revised Position ES Specialist 3 | | | 29 | SS | 13673-44-51-107-10-31 | | | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION Service Delivery/ Employment Services Program | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Field Operations | | | 0 | 016 | Y | R | | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | | |
| Chicago Region / 71 st Street Local Office | | | | | | | 11/16/2018 | | | |
| New/Revised Position Chicago Region / Pilsen Local Office | | | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | | |
| New/Revised Position Chicago, IL | | RC062 | | N | | | | | | |
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| 25% | | <p>Under general direction, independently performs advanced professional functions for the Wagner-Peyser Program for the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements programs to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, Reemployment Services and Eligibility Assessment Program (RESEA) and Older Workers; collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, to ensure IDES is delivering employment services in compliance with federal and state regulations, agency procedures and municipal regulations. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs; identifies positions suitable for all job seeker populations; conducts quality control checks and matches employment opportunities with qualified job seekers. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services. Registers job seekers in the IL Labor Exchange System (IJL). Conducts training needs assessments to implement training modules, webinars, in-person seminars and workshops related to delivery of employment services; develops training content. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Independently performs advanced professional functions for the Wagner-Peyser Program of the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements Wagner-Peyser programs based on state and federal laws, agency procedures and municipal regulations to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, RESEA and Older Workers. Collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, obtained from the Illinois Labor Exchange system (IJL) and other sources to ensure IDES is delivering employment services in compliance with state and federal regulations, agency procedures and municipal regulations. Using Excel and other relevant software, prepares statistical reports, charts and graphs used to evaluate and track resources and services provided.</p> | | | | | | | | |
| 20% | | <p>2. Conducts a variety of training workshops for employers, job seekers and agency staff engaged in delivering employment services. Confers with management to conduct training needs assessments to develop and implement training modules, webinars, in-person seminars and workshops related to the delivery of employment services. Organizes and develops training content using PowerPoint, Microsoft Word and other software; determines best instructional methods. Develops and/or identifies related instructional materials; prepares and/or adapts lesson plans and job aids; selects or prepares audio-visual aids and equipment. Measures overall effectiveness of training programs; identifies needs and recommends corrective action and conducts follow-up studies to review and evaluate training results. Travels to perform these duties.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>James J. Smith</i> 27 | | IMMEDIATE SUPERVISOR SIGNATURE <i>[Signature]</i> | | | AGENCY HEAD SIGNATURE <i>Jeffrey D. Maye</i> | | | DATE 02/28/2019 | | |

Jeffrey D. Maye 3-13-19

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BY: _____

| 16. (CONTINUED) | | |
|--|--|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 15% | 3. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs to educate employers and job seekers on the benefits of collaborating with the Illinois Department of Employment Security (IDES) for services. Provides advice and guidance on methods to secure employment for job seekers, including but not limited to youth, older workers and returning citizens; collaborates in planning and implementing workforce recruitment procedures. | |
| 15% | 4. Reviews employment opportunities to identify positions suitable for all job seeker populations, including but not limited to youth, older workers and returning citizens. Enters job order specifications using the internet-based Illinois Labor Exchange system (IJL); conducts quality control checks and matches job seekers with available suitable employment opportunities; screens applicants and coordinates employer interviews; identifies opportunities for participants of ES programs. Resolves day-to-day issues associated with entering job orders into IJL; monitors job orders to ensure job seekers are provided consistent and comprehensive information. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 15% | 5. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services; explains Wagner-Peyser programs to agency staff, partner agencies, administrators, employers and job seekers, including but not limited to youth, older workers, and returning citizens. Registers job seekers in IJL; provides applicants with materials on available training and educational programs and makes referrals based on agency guidelines to assist in building workforce development skills. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 05% | 6. Keeps abreast of changes to federal and state laws, rules and regulations related to Wagner-Peyser programs. Travels to attend related meetings, training sessions, seminars and conferences to keep job skills up-to-date. | |
| 05% | 7. Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt. SS1 37015-44-51-107-00-31 | | WORKING TITLE (IF ANY) Local Office Manager |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| | Position Title | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to four years of college with major courses in the Social Sciences and two years of professional experience in program research evaluation or design; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; prefers experience in training and/or outreach. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and Wagner-Peyser activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/Wagner-Peyser Program(s) activities. Requires the ability to communicate effectively both orally and in written form to agency staff, representatives from other governmental agencies, civic organizations and the general public; use a personal computer with related software programs. Requires the ability to travel and possession of a valid driver's license. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Special Skills: Requires one year of professional experience working directly with youth, returning citizens and older workers. Requires one year of professional experience in public speaking and/or conducting classroom training. Requires extensive knowledge of the Illinois Labor Exchange System, Microsoft Word and PowerPoint. | | |

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|---|---|------------------------|---|----------------|----------------------------|--|----------------|--------------------|------------|-----------------------------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | — | — | 13673-44-54-220-10-01 ----- | | | | |
| New/Revised Position | | | | 29 | SS | 13673-44-54-220-10-31 | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | 2/16/19 - update to Work Location |
| New/Revised Position | | | Service Delivery/ Field Operations | | | 0 | 045 | Y | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 10/01/2016 | | |
| New/Revised Position | | | Employment Services | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Northern Region | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | |
| Aurora, IL | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Aurora, IL-- | | | North Aurora, IL | | | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.</p> | | | | | | | | | |
| 25% | <p>1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.</p> | | | | | | | | | |
| 20% | <p>2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.</p> | | | | | | | | | |
| 15% | <p>3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  39 | | |  JAN 9 2017 | | |  | | | 12/22/2016 | |



| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 15% | 4. Consults and coordinates with Business Services Outreach team to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures. Reviews operations of employers to identify positions suitable for participants. Processes job order specifications using the Illinois Labor Exchange system; conducts quality reviews on job orders; matches job seekers with available jobs, utilizing the Spanish language when necessary; screens applicants and coordinates employer interviews. Accesses Illinois Benefit Information System (IBIS) and related applications to verify claimant data, employment status and wage records; obtains employer account numbers needed for job order entry. |
| 10% | 5. Analyzes and verifies findings of the regional monitoring and evaluative tools; develops plans of corrective action for areas of weakness found in the Local Offices of assigned region. Utilizing Excel, prepares reports and recommendations on findings to Regional ES Program Manager. |
| 05% | 6. Organize and develop guidelines and procedures to develop positive relations with employers and to improve field visiting program in order to increase employer utilization of Employment Service resources. Markets and promotes the benefits of listing jobs with the Department of Employment Security, utilizing the Spanish language when necessary. |
| 05% | 7. Keeps abreast of changes to federal and state laws, rules and regulations related to Employment Service programs. Attends related meetings, training sessions, seminars, and conferences to keep job skills up-to-date. |
| 05% | 8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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| PSA, Opt 1 37015-44-54-220-00-01 | WORKING TITLE (IF ANY) |
| | Northern Region ES Program Manager |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in the social sciences and two years of professional experience in program research, evaluation or design, preferably related to Employment Service programs; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; preferably related to Employment Service programs. Requires extensive knowledge of Employment Service programs, Service Delivery Bureau programs, service goals, activities and operational systems; Workforce Innovation and Opportunity Act regulations and guidelines. Requires working knowledge of state or federal regulations impacting on the design or operation of ES and UI Programs; training, public relations and automated system capabilities within the agency. Requires the ability to effectively communicate with internal and external staff in oral and written form, as well as the general public; establish and maintain cooperative working relationships; analyze problems and adopt an effective course of action; and to use a PC and related software programs. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Special Skills: Requires one year experience in working directly with Illinois Labor Exchange system, job seekers and the business community. Requires experience in public speaking and/or conducting workshop presentations and training. Requires extensive knowledge of MS PowerPoint and Excel, and working knowledge of Illinois Benefit Information System (IBIS).



| | | | | | | | | | | | |
|--|--|------------------------|--------------------------------|----------------|----------------------------|---|----------------|--------------------|----------|---------------|--|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | | |
| Existing Position | | | | - | - | | | | | | |
| New/Revised Position Executive 1 | | | | 29 | SS | 13851-44-40-301-22-01 | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE | |
| Existing Position | | | | | | | | | | | |
| New/Revised Position IL Dept. of Employment Security | | | Business Services | | | 0 | 016 | N | R | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | | |
| Existing Position | | | | | | | | 08/16/2017 | | | |
| New/Revised Position Labor Exchange System | | | Unit 2 | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | | | |
| New/Revised Position Chicago, IL | | | RC062 | | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| | <p>Under direction, provides support in the organization, planning, execution, and assessment of the current statewide Illinois Labor Exchange system; coordinates the development of quality control programs, monitors and evaluates system performance for an assigned area. Ensures accurate and timely maintenance of data which represents both the technical and client-related integrity of the Labor Exchange system; conducts reviews of reports which monitor the constantly changing nature of data in an Internet-based system; coordinates the collection, maintenance and prioritization of recommendations for technical modifications of the systems; serves as technical resource and liaison to IDES staff for Labor Exchange system related enhancements. Provides interpretive services for Spanish speaking clients.</p> | | | | | | | | | | |
| 30% | <p>1. Provides support in the organization, planning, execution, and assessment of the statewide Illinois Labor Exchange system; coordinates the development of quality control programs, monitors and evaluates system performance for an assigned area. Collects and researches information related to system performance; makes recommendations regarding changes in program operation, policy and procedures. Interacts with manager and end-users statewide to affect technical system changes when necessary.</p> | | | | | | | | | | |
| 20% | <p>2. Monitors the Labor Exchange system complaint system, including communication from internal and external customers, using the Spanish language when necessary. Researches and resolves complaints regarding system functions and makes changes to reflect functionality of system according to the usage report. Maintains system overview functionality; conducts on-going reviews of all Help Text to ensure that users are accessing up-to-date guidance for system use.</p> | | | | | | | | | | |
| 20% | <p>3. Monitors, maintains, analyzes and assesses system performance for an assigned area; ensures goals and objectives are met. Works with IDES staff to promote statewide program interest. Performs monitoring of employer registrations, investigating irregularities. Ensures program conformance to federal and state laws, rules and regulations, and agency policy.</p> | | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | | |
| <i>[Signature]</i> 39 | | | | | | <i>[Signature]</i> | | | 9/13/17 | | |

CMS-104 (Rev. 10/94) HL 401-0794

[Signature] 9/13/17

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16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 15% | 4. Provides advice to IDES staff and end users; serves as technical resource consultant maintaining extensive personal contacts with employers, user management staff and IDES personnel. Provides leadership in the more difficult assignments; as a technical resource person, leads professional discussions relative to the Labor Exchange system. Provides on-the-job training to staff as necessary. As directed, assists in the development of technical guides to assist IDES staff. |
| 10% | 5. Conducts studies of varied reports which include computer input / output analysis and computation to determine the need for adjustments to the Labor Exchange system. Monitors responses to customer satisfaction surveys; analyzes feedback and recommends action to be taken to address areas of deficiencies; works with manager to implement changes. |
| 05% | 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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| PSA, Opt 1 37015-44-40-301-00-01 | WORKING TITLE (IF ANY) |
|----------------------------------|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| n/a | | |
| | | |
| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to four years of college, preferably with coursework in business or public administration. Requires one year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program. Requires working knowledge of the IL Labor Exchange System administration and other workforce development programs administered by state government. Requires the ability to: analyze administrative problems and adopt an effective course of action; develop, install and evaluate new and revised methods and procedures; establish and maintain working relationships internal and external to IDES; present ideas clearly both orally and in written form and to use a personal computer (with related software packages such as word processing, electronic mail, data base management and spreadsheets) and Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Special Skills: Requires one year of experience in utilizing the IL Labor Exchange system and one year experience in the collection and analysis of data to develop and monitor program compliance in accordance with established standards.



| | | | | | | | | | | |
|---|---|------------------------|---|----------------|----------------------------|---|----------------|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| New/Revised Position Office Administrator 4 | | | | 29 | SS1 | 29994-44-08-420-30-31 | | | | |
| 3. AGENCY Existing Position | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Dept of Employment Security | | | Legal Services/ Appeals | | | 0 | 016 | N | R | |
| 10. SECTION Existing Position Case Management | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Administration/ Case Management | | | Benefit Appeals | | | | | 06/01/2019 | | |
| 14. WORK LOCATION Existing Position | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Chicago, IL | | | RC028 | | N | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under direction, performs complex, specialized and technical functions supporting Case Management activities for Illinois Department of Employment Security (IDES) Unemployment Insurance (UI) appeals; conducts research pertaining to incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; plans, directs, organizes, reviews and evaluates Case Management clerical activities; prepares case files and related documentation for benefit appeals; utilizes systems including but not limited to the Illinois Benefit information System (IBIS); analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; compiles statistical reports of performance; communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>35% 1. Performs complex, specialized and technical functions supporting Case Management activities for IDES UI appeals on claims for benefits; conducts research pertaining to incoming benefit appeals cases; accesses systems including but not limited IBIS to gather and/or update information; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; analyzes incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; identifies and resolves issues; produces and maintains logs and databases to organize and track caseloads; serves as a liaison between Hearings Referees, Appeals Manager, other IDES staff and concerned parties in matters relating to case management of benefit appeals; utilizes Spanish language to assist clients who request or need interpretive services; notifies parties of changes to hearing dates.</p> <p>10% 2. Plans, directs, organizes, reviews, evaluates and modifies Case Management clerical activities; implements clerical processes for the receipt, review, data entry and docketing of incoming appeals and receipt and record of public inquiries related to appeals cases; interprets and explains processes and procedures.</p> <p>10% 3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and/or electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>Jamil Jorde</i> 39 | | | IMMEDIATE SUPERVISOR SIGNATURE JUN 18 2019 | | | AGENCY HEAD SIGNATURE <i>Thomas Chan</i> vs Jorde | | | DATE 06/17/2019 | |

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| 16. (CONTINUED) | |
|-----------------|--|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 10% | 4. Analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; using a PC and agency supplied software compiles statistical reports of performance; maintains inventory of office supplies and equipment; coordinates orders for new supplies and equipment. |
| 10% | 5. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance. |
| 10% | 6. Confers with supervisor to discuss processing, procedural and work flow problems, propose solutions and make recommendations for annual program goals and objectives; confers with central and field personnel to correct and/or update system information for administration of the Illinois Unemployment Insurance Act, Rules and Administrative Code as it relates to benefit appeals. |
| 10% | 7. Communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; provides information to claimants regarding policies and procedures; accesses and reviews case files to answer inquiries from walk-ins and telephone calls; utilizes Spanish language to assist clients who request or need interpretive services. |
| 05% | 8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|-----------------------------------|------------------------|
| PSA, Opt. 1 37015-44-08-400-00-01 | WORKING TITLE (IF ANY) |
| | |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|------------------|-----------------------|---------------------------------------|
| Office Associate | 30015-44-08-420-30-32 | 2-3 |
| | | |
| | | |
| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of two years of study at a secretarial/business college and two years of office experience; or completion of high school and four years of Office Assistant experience; or four years independent business experience. Requires extensive knowledge of office procedures and programs; elementary mathematics and grammar, including familiarity of legal terminology. Requires working knowledge of Illinois Department of Employment Security (IDES) program operations and policies, including but not limited to the Illinois Unemployment Insurance (UI) Act, Rules and Administrative Code. Requires ability to operate manual and automated office equipment; direct and supervise the work of a nonprofessional office staff; use a PC with related software packages such as database management, spreadsheets, electronic mail and word processing. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| | | | | | | | | | |
|---|--|---------------------------------|--|----------------|---|-----------------------|--------------------|----------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| Existing Position | | | | | | 30015-44-03-310-10-38 | | | |
| New/Revised Position | | | | 29 | S2 | 30015-44-03-000-10-38 | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A1 AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | |
| New/Revised Position | | Legal Services/ Board of Review | | | 0 | 016 | Y | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | 01/01/2014 | | |
| New/Revised Position | | | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input checked="" type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position | | RC014 | | N | | | | | |
| 33 S. State Street Chicago, IL 60603 | | | | | | | | | |

| | | | | | | | | | |
|-----------|----|---|--|--|--|--|--|--|--|
| % OF TIME | | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | |
| | | <p>Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. On a rotational basis, serves as office receptionist and timekeeper. Provides interpretative services for Spanish speaking clients.</p> | | | | | | | |
| 30% | 1. | Using a personal computer and related equipment, types and scans Board of Review and Circuit Court decisions and related legally binding documents, bringing significant matters to the manager's attention; prioritizes correspondence by type of action required. Develops, formats or inputs necessary information from documents to create agency records and legally complete documents. Proofreads and edits materials for grammar, punctuation and format; finalizes after layout, design and accuracy have been approved. | | | | | | | |
| 25% | 2. | Choosing appropriate computerized systems, accesses databases to input, extract, revise and/or update transactions on the Benefit Information System, Board Docketing, and systems to handle documents sent via e-fax, fax, and mail. Access and use systems related to voice recordings and prioritize issues, document results, create records for use by other staff. Archives and tracks information; performs functions related to disposition and mailing of Board decisions including filing of completed cases, file maintenance and retrieval. | | | | | | | |
| 15% | 3. | Using the Spanish language when necessary, receives, records and handles public inquiries. Analyzes information from electronic agency records, policies and procedures to respond to public and agency staff request for information; maintains confidentiality of documents and case information. | | | | | | | |
| 15% | 4. | On a rotational basis, serves as office receptionist; answers questions concerning the status of appeals and greets visitors. Opens, sorts, prepares and distributes mail; ascertains correct address for returned or undelivered mail. Performs routine equipment maintenance functions. | | | | | | | |

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|----------------------------------|--------------------------------|-----------------------|----------|
| DIRECTOR OF CMS SIGNATURE | IMMEDIATE SUPERVISOR SIGNATURE | AGENCY HEAD SIGNATURE | DATE |
| <i>Simone Michael</i> 1/15/14 | | <i>[Signature]</i> | 12/20/13 |

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|--|
| 10% | 5. On a rotational basis, serves as timekeeper; receives approved leave requests and timesheets and reviews for accuracy and completion; enters information into automated timekeeping system for processing; resolves discrepancies. Maintains all time and attendance records including sign-in sheets, overtime sheets, leave requests, calendar and FI-46 timesheets. Monitor and track employee benefit time and usage. |
| 05% | 6. Performs other duties as required or assigned that are reasonably within the scope of those previously defined. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|------------------------------------|------------------------|
| SPSA, Opt 8L 40070-44-03-000-00-01 | WORKING TITLE (IF ANY) |
| | |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

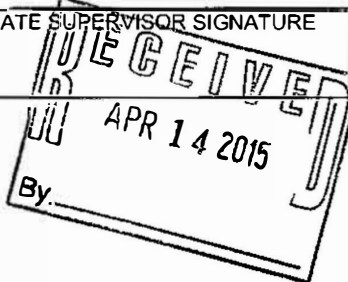
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| n/a | | |
| | | |
| | | |
| | | |
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| | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of high school and two years of office experience. Requires extensive knowledge of office practices and procedures; composition, grammar and spelling, including legal terminology. Requires the ability to use and operate complex computerized systems on mainframe, to use a PC with software programs (including but not limited to MS Word, Excel, PowerPoint and Outlook), peripheral computer equipment, and telephone systems. Requires the ability to work within short timeframes; make decisions independently; work with and maintain confidentiality of documents and case information; and the ability to type accurately at 45 wpm. Requires the ability to speak Spanish at a colloquial level.

| | | | | | | | | | |
|--|---|--|--|----------------|--|---|--------------------|------------|---|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER 37015-44-06-330-00-31 | | | |
| New/Revised Position Public Service Administrator | | | | 29 | SS1 | 37015-44-16-500-00-31 | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. A/I AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Administration/ Human Resource Management | | | 0 | 016 | N | R | 3/1/2020 - update to subord. and A/I code |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Recruitment & Selection | | | | | | | 03/01/2015 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| New/Revised Position Chicago, IL | | RC063 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under general direction as a policy implementing manager, directs the organization, development and review of Recruitment and Selection; provides leadership and direction to staff engaged in the implementation of programs, policies and procedures governing recruitment and selection as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations.</p> | | | | | | | | |
| 20% | <p>1. Organizes, plans, executes, monitors and evaluates the Recruitment & Selection section of the Human Resource Management for IDES. Plans and directs the implementation of program policies and procedures; directs staff in the on-going operations and implementation of Recruitment & Selection projects; interprets program policies for staff; establishes goals and objectives and develops plans to assure they are being met. Assures compliance with the provisions of the "Rutan vs. Republican Party" decree, Personnel Rules, labor contracts, agency policies and any other related rules and regulations.</p> | | | | | | | | |
| 15% | <p>2. Plans, assigns, reviews and evaluates work of subordinate staff; serves as working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; when appropriate, conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p> | | | | | | | | |
| 15% | <p>3. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with state and federal regulations relative to the agency's hiring practices. Works with agency management staff to assure needed services are developed and supplied in a timely and efficient manner.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>[Signature]</i> | | <i>[Signature]</i> | | | <i>[Signature]</i> | | | 04/09/2015 | |

Shula Topscott 4/17/15



| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 15% | 4. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations. Develops, promotes and facilitates job placements for the Department by recruiting applicants for under-utilized positions. Participates in outreach activities specifically designed to recruit protected class applicants and targeted affirmative action groups, including African-American, Asian, Hispanic, Native American and women. |
| 10% | 5. Serves as a certified Rutan interviewer and/or sits on interview panel; scores candidates' interviews, completes candidate evaluation forms, determines candidate to be selected; monitors to ensure appropriate Rutan procedures are followed and documents are completed accurately. Using the Spanish language, assesses Spanish Speaking abilities of candidates applying for Spanish language option jobs. |
| 10% | 6. Supervises staff engaged in the process of posting and filling of vacant positions. Directs the procedural review of processing requests to post and fill vacant positions. Establishes criteria for accepting and / or rejecting requests to post. Ensures that the procedures for categorizing and transmitting bidders lists and applications to managers in accordance with Personnel Rules, labor contracts, agency policies and any other related rules and regulations. |
| 05% | 7. Supervises agency participation in job fairs, placement programs and related community based recruitment activities. Prepares and distributes literature regarding the hiring process. Discusses the recruitment and career opportunities within IDES. Prepares reports reflecting status of recruitment activities. |
| 05% | 8. Participates in new employee orientation or other sessions or meetings to inform staff on hiring process and procedures or related human resource management processes; provides advice and instruction to agency employees. May set up and participate in seminar sessions in agency offices statewide. |
| 05% | 9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|-----------------------------------|--------------------------------------|
| SPSA, Opt 1 40070-44-16-000-00-01 | WORKING TITLE (IF ANY) |
| | Manager of Human Resource Management |

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

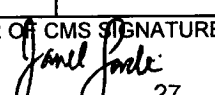
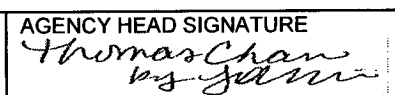
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

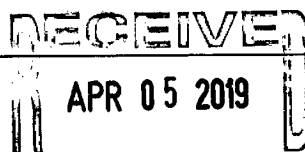
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|--------------------------------|-------------------------------|---------------------------------------|
| Human Resources Specialist | 19693-44-16-500-10-01, -10-51 | 1 - 3 |
| Human Resources Representative | 19692-44-16-500-10-01, -10-51 | 1 - 3 |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in Business or Public Administration and three years of progressively responsible administrative experience in a public or business organization. Requires thorough knowledge of the principles and practices of public and business administration; collective bargaining contracts and CMS personnel rules as they apply to filling positions. Requires the ability to: travel; establish and maintain effective working relationships; interpret bargaining contracts, personnel rules, agency programs, policies and procedures; analyze, review and evaluate candidate skills; communicate with others; evaluate and document work of staff; write in a clear and concise manner and to use a PC with related software programs such as word processing, database, spreadsheets and electronic mail. Requires ability to speak and write Spanish at a colloquial level.

Special Skills: Of the three years experience, requires two years experience in the area of hiring under the provisions of the CMS Personnel Code and Rules and experience as a certified Rutan interviewer. Requires extensive knowledge of personnel-related computer systems and software, including EELS (Electronic Eligible List System), PEERS (Personnel Examination and Eligibility Records System) and the CMS Personnel Inquiry System.

| | | | | | | | | | | |
|---|--|------------------------|--------------------------------|----------------|----------------------------|---|----------------|--------------------|------------|---------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | | 29 | SS | 47096-44-04-711-10-31 | | | | |
| UI Special Agent | | | | | | | | | | |
| 3. AGENCY | | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AI AUTH | 8. AUDIT | 9. OFFICE USE |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | Financial Operations/ QACR | | | 0 | 016 | Y | R | |
| IL Department of Employment Security | | | | | | | | | | |
| 10. SECTION | | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | | 03/16/2019 | | |
| New/Revised Position | | | Benefits Accuracy Measurement | | | | | | | |
| Admin Planning | | | | | | | | | | |
| 14. WORK LOCATION | | | 15. BARGAINING/TERM CODE | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | RC062 | | N | | | | | |
| Chicago, IL | | | | | | | | | | |
| 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | | |
| % OF TIME | <p>Under direction, performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of the Illinois Department of Employment Security (IDES) to assess the propriety of Unemployment Insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and U.S. Department of Labor (DOL); detects UI overpayments, fraud and other violations of state and federal laws; determines accuracy of monetary determinations issued to claimants; utilizes guided questions and other DOL recommended investigative techniques, procedures and guidelines to interview and interact with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to UI benefit payments and develop additional audit leads; prepares a written determination and/or decision for each audit; attends hearings to present evidence; compiles relevant audit data, prepares reports, and makes recommendations to improve processes related to UI benefits; travels to attend and participate in training, workshops, and/or DOL mandated peer reviews of case files; utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 20% | <p>1. Performs audits of a highly complex, sensitive nature for the BAM unit of IDES to assess the propriety of UI benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL; detects UI overpayments, fraud and other violations of state and federal laws. Conducts intensive audit interviews with claimants selected by the DOL random audit program; utilizes Spanish language to assist clients who request or need interpretive services; assesses and evaluates all factors relevant to the Illinois UI Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes; determines whether federal and state laws and policies were followed uniformly by claimants, employers, employer representatives, agency staff, and/or interested third parties; analyzes agency documents and/or electronic records to determine what data relevant to benefit eligibility must be further investigated to complete each audit. Travels to local and/or regional offices as directed to perform these duties.</p> | | | | | | | | | |
| 15% | <p>2. Conducts in-depth audits to determine accuracy of monetary determinations issued to claimants; utilizing a PC and relevant software, uses the definition of base period specified in the Illinois UI Act and information from Benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligible to receive UI benefits and evaluate results against actual monetary determinations issued. Enters investigative findings into audit case files and agency, state and/or federal computerized systems including but not limited to the DOL quality control statistical survey database.</p> | | | | | | | | | |
| 15% | <p>3. Conducts in-depth audits of the last employing employer for each selected claimant to determine the reason the claimant was separated from employment; utilizes Spanish language to assist clients who request or need interpretive services; determines whether claimants met all criteria for UI benefit eligibility established by state and federal policies and guidelines and the Illinois UI Act.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
|  | | | | | |  | | | 04/04/2019 | |



| 16. (CONTINUED) | |
|-----------------|---|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 15% | 4. Utilizing guided questions and other DOL recommended investigative techniques, procedures and methodology, interviews and interacts with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to Unemployment Insurance (UI) benefit payments and develop additional audit leads; contacts employers to verify the accuracy of claimant search for work according to state and federal policies and the Illinois UI Act; utilizes Spanish language to assist clients who request or need interpretive services; secures documentation to determine the validity of non-monetary determinations; audits claimants' dependencies to determine accuracy of payments; obtains records including but not limited to birth, marriage, death and/or divorce records to determine the extent to which each claimant contributed to the support of the dependent(s) claimed. Travels as directed to perform these duties. |
| 15% | 5. Utilizing a PC and relevant software, including but not limited to Microsoft Office Suite and Adobe Reader, prepares a written determination and/or decision for each audit which states the relevant facts, summarizes the evidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law violated or misapplied if any, and the applicable disqualification prescribed by the Illinois UI Act. |
| 05% | 6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal UI Act; explains evidence, findings and relevant issues to all parties. |
| 05% | 7. Prepares Benefits Accuracy Measurement (BAM) audit case files; compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database; collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the UI Program as required by the federal Improper Payments Information Act (IPIA). Prepares reports of findings; makes recommendations to improve IDES interviewing, adjudication and payment processes related to UI benefits. |
| 05% | 8. Keeps abreast of new developments in laws, rules and regulations relevant to BAM; travels to attend and participate in training, workshops, and/or DOL mandated peer reviews of case files. |
| 05% | 9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

| | |
|-----------------------------------|------------------------|
| PSA, Opt. 1 37015-44-04-711-00-01 | WORKING TITLE (IF ANY) |
|-----------------------------------|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process, preferably with experience adjudicating Unemployment Insurance (UI) benefit claims separations issues and non-separation issues. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons; math concepts, databases and hard copy information sources within IDES. Requires thorough knowledge of IDES local office automated systems, programs and practices as they relate to the payment of UI benefits. Requires the ability to apply agency laws, policies and procedures to a local office benefits program; communicate effectively both orally and in writing; and to use a personal computer with related software programs, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, etc.) and PDF software such as Adobe Reader. Prefers candidates who are self-motivated and possess strong organizational and time management skills. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

| | | | | | | | | | |
|---|---|--|--------------------------------|----------------|---|------------------------|--------------------|---------|--------------|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position UI Special Agent | | | | 29 | SS | 47096-44-22-510-10-31 | | | |
| 3. AGENCY | | 4. BUREAU/DIVISION | | | 5 EXMT CODE | 6 WORK COUNTY | 7 A/I AUTH | 8 AUDIT | 9 OFFICE USE |
| Existing Position | | | | | | | | | |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Unemployment Insurance Programs | | | 0 | 016 | 2 | R | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| Existing Position | | | | | | | 09/01/2020 | | |
| New/Revised Position Benefit Payment Control | | Special Investigations | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | |
| Existing Position | | | | | | | | | |
| New/Revised Position Chicago, IL | | RC062 | | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under direction, performs investigations of a highly complex and sensitive nature to assess the propriety of unemployment benefit payments based upon criteria contained in laws and policies of the State of Illinois and related federal legislation. Pursues cases that involve benefit fraud for complex schemes, including but not limited to multiple claims, third party participation, misuse of social security numbers (SSNs), fictitious employer schemes and stealing benefits through identity theft. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 20% | <p>1. Performs investigations of a highly complex and sensitive nature to assess the propriety of unemployment benefit payments based upon criteria contained in laws and policies of the State of Illinois and related federal legislation. Pursues cases that involve benefit fraud for complex schemes, including but not limited to multiple claims, third party participation, misuse of SSNs, fictitious employer schemes and stealing benefits through identity theft; collaborates with internal and external groups, including but not limited to state and federal law enforcement agencies, the Department's Revenue Division and the employer community to minimize improper payment of UI benefits due to fraudulent schemes. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimant's eligibility for UI benefits during the period under examination. Using the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support an allegation of improper payment or fraudulent scheme. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 15% | <p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed, by compiling, analyzing and evaluating Benefit Claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations.</p> | | | | | | | | |
| 10% | <p>3. Prepares for decisions by reviewing case files for completeness of supportive documentation, including but not limited to payroll records, certifications, depositions, record of proper notice to parties and handwritten exemplars.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE |
| <i>[Signature]</i> 39 | | | <i>[Signature]</i> | | | <i>Kristin Richard</i> | | | 09/01/2020 |

D. Steud 9/15/20
Shue-Tou 9/15/20

| 16. (CONTINUED) | | |
|--|--|---------------------------------------|
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 4. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services. | |
| 10% | 5. Develops leads utilizing external and internal resources; pursues leads through a variety of methods; secures documentation to support allegations using agency, state and/or U.S. Department of Labor (DOL) recommended investigative techniques, procedures and methodology; confers with manager in the development and utilization of innovative creative investigative techniques. | |
| 10% | 6. Reviews, analyzes and evaluates testimony and exhibits to determine competence and relevance; considers demeanor and credibility of witnesses and weight of evidence presented; examines relevant state and federal statutes, precedent decisions and rules and regulations of the Department respective to fraud and forgery violations. | |
| 10% | 7. Prepares written decisions stating the issue or issues involved, stating relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law and the application of penalties as prescribed in the fraud provisions. | |
| 10% | 8. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending indictment and criminal prosecution of person deemed subject to the Benefit Fraud Statute to the Attorney General, State's Attorney or other relevant prosecutor. Works with Office of Attorney General, State's Attorney, US Postal Inspector and the US Department of Labor, Inspector General offices to coordinate exchange of information. Appears before the Grand Jury to establish Probable Cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties. | |
| 05% | 9. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| | | WORKING TITLE (IF ANY) |
| PSA, Opt. 1 37015-44-22-510-00-01 | | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |



| | | | | | | | | | |
|---|---|--|--|----------------|----------------------------|---|--------------------|---------|--------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| New/Revised Position UI Special Agent | | | | 29 | SS | 47096-44-22-520-10-31 | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5 EXMT CODE | 6 WORK COUNTY | 7 A/I AUTH | 8.AUDIT | 9 OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ Unemployment Insurance Programs | | | 0 | 016 | 2 | R | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Benefit Payment Control | | Investigations Unit I | | | | | 09/01/2020 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | |
| New/Revised Position Chicago, IL | | RC062 | | | N | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | <p>Under direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 30% | <p>1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | |
| 20% | <p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.</p> | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | DATE | | |
| <i>[Signature]</i> 39 | | | | | <i>Kristin Richards</i> | | 09/01/2020 | | |

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9/15/20
SEP 18 2020

16. (CONTINUED)

| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
|-----------|---|
| 20% | 3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services |
| 10% | 4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions. |
| 05% | 5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 05% | 6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties. |
| 05% | 7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations. |
| 05% | 8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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|-----------------------------------|------------------------|
| PSA, Opt. 1 37015-44-22-520-00-01 | WORKING TITLE (IF ANY) |
|-----------------------------------|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits and benefit fraud; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| | | | | | | | | | | |
|---------------------------|---|--|--------------------------------|----------------|----------------------------|-------------------------|--------------------|---|--------------|--|
| 1. POSITION TITLE | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | | | 29 | SS | 47096-44-22-530-10-31 | | | | |
| 3. AGENCY | | 4. BUREAU/ DIVISION | | | 5 EXMT CODE | 6 WORK COUNTY | 7 AII AUTH | 8 AUDIT | 9 OFFICE USE | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | Service Delivery/ Unemployment Insurance Programs | | | 0 | 016 | 2 | R | | |
| 10. SECTION | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | | |
| Existing Position | | | | | | | 09/01/2020 | | | |
| New/Revised Position | | Benefit Payment Control | | | Investigations Unit II | | | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | |
| 14. WORK LOCATION | | 15. BARGAINING/TERM CODE | | Rutan Exempt | | | | | | |
| Existing Position | | | | | | | | | | |
| New/Revised Position | | Chicago, IL | | RC062 | N | | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | | |
| | <p>Under direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL) for an assigned area within the state. Conducts intensive investigatory interviews; performs audits on unemployment insurance (UI) benefit claims; compiles, analyzes and evaluates benefit claim documents and related records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources; develops and pursues leads; prepares decisions resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions; explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 30% | <p>1. Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state. Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for UI benefits during the period under examination. Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations. Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment. Utilizes Spanish language to assist clients who request or need interpretive services.</p> | | | | | | | | | |
| 20% | <p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, IBIS and the Illinois Benefit Payment Control (BPC) System, or as directed; compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations; follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public; develops and pursues leads; secures documentation to support allegations using agency, state and/or DOL recommended investigative techniques, procedures and methodology.</p> | | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE | | | IMMEDIATE SUPERVISOR SIGNATURE | | | AGENCY HEAD SIGNATURE | | | DATE | |
| <i>Janet Smith</i> 39 | | | <i>[Signature]</i> | | | <i>Kristin Richards</i> | | | 09/01/2020 | |

CMS-104 (Rev. 10/94) IL 401-0794
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| 16. (CONTINUED) | |
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| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) |
| 20% | 3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars. Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices; answers questions concerning wages and employment; provides general information and status of investigations; explains appeal rights to the public. Utilizes Spanish language to assist clients who request or need interpretive services |
| 10% | 4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated and the application of penalties as prescribed in the fraud provisions. |
| 05% | 5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing; examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs; coordinates storage and/or maintenance of administrative documents and/or other evidence. Utilizes Spanish language to assist clients who request or need interpretive services. |
| 05% | 6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois. As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented. Travels to perform these duties. |
| 05% | 7. Maintains systems to track and monitor appeals of BPC decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel. Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules and regulations. |
| 05% | 8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. |

17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

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| PSA, Opt. 1 37015-44-22-530-00-01 | WORKING TITLE (IF ANY) |
|-----------------------------------|------------------------|

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.

If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:

| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
|----------------|-----------------|---------------------------------------|
| N/A | | |

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.**

Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of local office automated systems, programs and practices as they relate to the payment of Unemployment Insurance (UI) benefits; the functional relationships within IDES relative to UI benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to UI benefits and benefit fraud; UI benefit fact-finding and interviewing practices and procedures; investigatory techniques relative to the examination records and the questioning of persons, math concepts, databases and hard copy information sources within IDES. Requires the ability to communicate effectively both orally and in writing; prepare case reports for referral to prosecuting agency; testify in court in fraud cases; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to travel occasionally. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



| | | | | | | | | | |
|---|---|--|--|----------------|---|---|--------------------|--------------------|---------------|
| 1. POSITION TITLE Existing Position | | WORKING TITLE (IF ANY) | | BILINGUAL CODE | POSITION TITLE OPTION CODE | 2. POSITION NUMBER | | | |
| New/Revised Position UI Special Agent | | | | 29 | SS | 47096-44-22-560-10-31 | | | |
| 3. AGENCY Existing Position | | 4. BUREAU/ DIVISION | | | 5. EXMT CODE | 6. WORK COUNTY | 7. AN AUTH | 8. AUDIT | 9. OFFICE USE |
| New/Revised Position IL Department of Employment Security | | Service Delivery/ UI Programs | | | 0 | 016 | 2 | R | |
| 10. SECTION Existing Position | | 11. UNIT | | | 12. TRANSACTION CODE | | 13. EFFECTIVE DATE | | |
| New/Revised Position Benefit Payment Control | | Overpayment Collections | | | | | 11/16/2020 | | |
| 14. WORK LOCATION Existing Position | | 15. BARGAINING/TERM CODE | | | Rutan Exempt | <input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION | | | |
| New/Revised Position Chicago, IL | | RC062 | | | N | | | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS | | | | | | | | |
| | Under direction, performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, government agencies and the general public regarding overpayment collections. Conducts investigations to locate claimants; determines ability to pay based on factors including but not limited to current employment and estimation of assets; initiates civil litigation on benefit overpayments; coordinates information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims. | | | | | | | | |
| 35% | 1. Performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, government agencies and the general public regarding overpayment collections; conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay; utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances that affect repayment. Utilizes Spanish language to assist clients who request or need interpretive services. | | | | | | | | |
| 25% | 2. Using automated agency reports and computer systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, conducts investigations to locate claimants; determines ability to pay in accordance with agency guidelines, evaluating factors including but not limited to current employment and estimation of assets. Develops leads using external and internal resources; pursues leads through a variety of methods in accordance with established agency guidelines. Secures documentation; analyzes and evaluates documentation to determine terms and conditions of repayment amounts. | | | | | | | | |
| 10% | 3. Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Illinois Unemployment Insurance Act and related Federal legislation. | | | | | | | | |
| 10% | 4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance applicable laws, rules and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5; invokes the offset when relevant. | | | | | | | | |
| DIRECTOR OF CMS SIGNATURE <i>James Koelsch</i> | | IMMEDIATE SUPERVISOR SIGNATURE CENTRAL MANAGEMENT SERVICES BUREAU OF PERSONNEL | | | AGENCY HEAD SIGNATURE <i>Kristin Richard</i> | | | DATE 11/09/2020 | |

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| 16. (CONTINUED) | | |
| % OF TIME | 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) | |
| 10% | 5. Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown. Consults with Attorney General Office, Illinois Comptroller's Office and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered or bankruptcies and garnishments filed. | |
| 05% | 6. Confers with Service Delivery staff and other relevant agency staff to coordinate information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims; utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules and regulations. | |
| 05% | 7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. | |
| 17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) | | |
| PSA, Opt 1 37015-44-22-560-00-01 | WORKING TITLE (IF ANY) | |
| 18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A: | | |
| <input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER | | |
| NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount: | | |
| Position Title | Position Number | No. of Incumbents or Funded Vacancies |
| N/A | | |
| | | |
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| 19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. | | |
| Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing major adjudication work involved in the fact-finding process. Requires thorough knowledge of functional relationships within the Illinois Department of Employment Security (IDES) relative to Unemployment Insurance (UI) benefit investigations; the Benefit portion of the UI Act, related computer systems and adjudication forms, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax; agency computerized systems, programs and practices as they relate to the payment of UI benefits. Requires extensive knowledge of UI benefit fact-finding and interviewing practices and procedures; Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits. Requires the ability to communicate effectively both orally and in writing; and to use a personal computer with related software packages, including but not limited to Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.) and the Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. | | |