

April 1, 2023

The Honorable J.B. Pritzker, Governor, State of Illinois 207 State Capitol Springfield, Illinois 62706

Dear Governor Pritzker:

The State Service Assurance Act, Public Act 95-707, passed in November 2008, requires each state agency to annually report to the General Assembly on their staffing level of bilingual employees.

Please find the enclosed report of bilingual employees currently employed by the Department of Children and Family Services. Establishing positions with multilingual options and incorporating multilingual skills into existing positions allows our agency to provide better services more effectively to our clients and to the general public. On June 30, 2007, the Department had 154 bilingual frontline staff. PL 95-707 established an expectation for 40 additional bilingual frontline staff for a total of 194. This was to be incrementally achieved. The listing below demonstrates steady progress until the Pandemic occurred. In conjunction with significant staffing issues across the Department, it also affected our ability to comply with PL 95-707. The figures below are for frontline bilingual DCFS staff on March 31<sup>st</sup> of each year.

Year	2016	2017	2018	2019	2020	2021	2022	2023
Bilingual Frontline staff	153	178	156	171	167	157	142	141

We continue to recruit at colleges and universities that are designated as Hispanic Serving Institutions by the United States Department of Education. We are working with Loyola University to enter into agreements to develop a 'pipeline' of BSW and MSW students into DCFS employment. We also are working to provide an avenue for current bilingual staff to gain an MSW. Loyola University reportedly has the only bilingual MSW program in Illinois. We have increased the number of Human Resource Representatives and are now able to cover more recruitment and outreach events targeted at the Hispanic/Spanish Speaking community.

The Department is under the Burgos Consent Decree that requires that we provide services in Spanish to Spanish Speaking clients and families. We also comply with the Presidential Executive Order 13166 which requires agencies receiving federal funds to provide access to language services for all languages used by agency clients.

Should you have any questions or need additional information, please contact Lourdes M. Rodriguez, Statewide Burgos Consent Decree/Inter Ethnic Placement Act/ Language Access Coordinator, Office of Strategy and Performance Execution at (312) 808/-5264.

Marc D. Smith,

Director Children and Family Service





EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
AMEZCUA,FLORA	CHILD PROTECTION ADVANCED SPECIALIST	0716116823006199	Spanish
ARROYO,LETICIA	CHILD PROTECTION ADVANCED SPECIALIST	0716116897003199	Spanish
GUTIERREZ,JOSUE	CHILD PROTECTION ADVANCED SPECIALIST	0716116885101199	Spanish
HERNANDEZ,ROBERTO	CHILD PROTECTION ADVANCED SPECIALIST	0716116826004199	Spanish
MAULODANODJAM	CHILD PROTECTION ADVANCED SPECIALIST	0716116894005199	Spanish
MARES, ESTRELLITA	CHILD PROTECTION ADVANCED SPECIALIST	0716116886003199	Spanish
MELAGRANI, MARIA	CHILD PROTECTION ADVANCED SPECIALIST	0716116897004199	Spanish
NEGRON,IMARA	CHILD PROTECTION ADVANCED SPECIALIST	0716116823008199	Spanish
PANTOJA,ERIK	CHILD PROTECTION ADVANCED SPECIALIST	0716116886005199	Spanish
RAMOS,CLAUDIA	CHILD PROTECTION ADVANCED SPECIALIST	0716116823007199	Spanish
SANTIAGO,ARELI	CHILD PROTECTION ADVANCED SPECIALIST	0716116823001199	Spanish
VALIENTE VASQUEZ,SERGIO	CHILD PROTECTION ADVANCED SPECIALIST	0716116826004199	Spanish

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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
ARROYO,ORLANDO	CHILD PROTECTION SPECIALIST	0716316823007199	Spanish
BIRRIEL,YVETTE	CHILD PROTECTION SPECIALIST	0716316912004199	Spanish
BOHORQUEZ,CARLOS	CHILD PROTECTION SPECIALIST	0716316843001199	Spanish
CORCOLES,COTY	CHILD PROTECTION SPECIALIST	0716316899002199	Spanish
CORDOVA,ESTHER	CHILD PROTECTION SPECIALIST	0716316913003199	Spanish
FELICIANO,NOEMI	CHILD PROTECTION SPECIALIST	0716316894000799	Spanish
FLORES, ELIZABETH	CHILD PROTECTION SPECIALIST	0716316918001199	Spanish
FURIO, JESSICA	CHILD PROTECTION SPECIALIST	0716316826002199	Spanish
GOMEZ, VERONICA	CHILD PROTECTION SPECIALIST	0716316894000799	Spanish
IBARRA,MARVIN	CHILD PROTECTION SPECIALIST	0716316886006199	Spanish
KLIMUNDA-OZOGUL,VANESA	CHILD PROTECTION SPECIALIST	0716316886007199	Spanish
LIZALDE,ELIZABETH	CHILD PROTECTION SPECIALIST	0716316824008199	Spanish
LOPEZ,MARIBEL	CHILD PROTECTION SPECIALIST	0716316912007199	Spanish
LOPEZ,MARTIN	CHILD PROTECTION SPECIALIST	0716316832004199	Spanish
MARTINEZ-VARGAS,GLENI	<b>CHILD PROTECTION SPECIALIST</b>	0716316894000799	Spanish
MARTOS-QUICK,ROSARIO	CHILD PROTECTION SPECIALIST	0716316824008199	Spanish
MCCRAVEN, DOMINIQUE	CHILD PROTECTION SPECIALIST	0716316916000798	Spanish
PANTOJA, DENIS	CHILD PROTECTION SPECIALIST	0716316823002199	Spanish
REYES,TERESA	CHILD PROTECTION SPECIALIST	0716316894000799	Spanish
RODRIGUEZ,NANCY	CHILD PROTECTION SPECIALIST	0716316913006199	Spanish
RUANO,DAVID	CHILD PROTECTION SPECIALIST	0716316885002199	Spanish
SALAS,SOFIA	CHILD PROTECTION SPECIALIST	0716316886005199	Spanish
SOLIS,GRISEL	CHILD PROTECTION SPECIALIST	0716316826004199	Spanish
TORRES,CYNTHIA	CHILD PROTECTION SPECIALIST	0716316825007199	Spanish
VALDEZ,ALEJANDRO	CHILD PROTECTION SPECIALIST	0716316828001199	Spanish
VEGA,EMMIE	CHILD PROTECTION SPECIALIST	0716316897003199	Spanish



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EMPLOYEE	POSITION	POSITION ID	LANGUAGE
GRAVES,ARELY	CHILD WELFARE ADMIN CASE REVIEWER	0719016087001599	Spanish
HERMOSILLO-FRIES,ROSA	CHILD WELFARE ADMIN CASE REVIEWER	0719016087006199	Spanish
MAZON,YADIRA	CHILD WELFARE ADMIN CASE REVIEWER	0719016087005199	Spanish
MICHAL, ANABEL	CHILD WELFARE ADMIN CASE REVIEWER	0719016087001199	Spanish

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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
BUEHLER,LUISA	CHILD WELFARE ADVANCED SPECIALIST	0721516137201199	Spanish
HERNANDEZ,DARCIE	CHILD WELFARE ADVANCED SPECIALIST	0721516137202199	Spanish
HUIZAR,YVONNE	CHILD WELFARE ADVANCED SPECIALIST	0721516181001199	Spanish
MONTES DE OCA,ESMARELDA	CHILD WELFARE ADVANCED SPECIALIST	0721516478102199	Spanish
PADILLA, ELENA	CHILD WELFARE ADVANCED SPECIALIST	0721516488402199	Spanish
RODRIGUEZ,NANCY	CHILD WELFARE ADVANCED SPECIALIST	0721516153140599	Spanish
RUBIO, MARISOL	CHILD WELFARE ADVANCED SPECIALIST	0721516241401099	Spanish
SANCHEZ,EMELY	CHILD WELFARE ADVANCED SPECIALIST	0721516592113199	Spanish
SANCHEZ, YANIRA	CHILD WELFARE ADVANCED SPECIALIST	0721516137206199	Spanish
TOLEDO, GUADALUPE	CHILD WELFARE ADVANCES SPECIALSIT	0721516592112199	Spanish

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10%	5. Translates and interprate, both oraty as available and the proper completion of ten	nd in writing, for 8 ms.	Spanish speaking clients regarding services		
5%	6. On a rotating basis, serves as team su	pervisor in his/he	or absence.		
5%	7. Transports elects when taking protects placement location; transports elects to me counseling sessions, police station, etc.) a	cessary appoint	n placing them in substitute care, and when changing traints (i.e., court hearings, medical appointments, a the delivery of client services.		
5%	6. Properse and maintains necessary case documentation for planning, implementing, and evaluating services; completes various agency forms, including case notes, payment, eligibility, visitation, and court reporte; preserve statisfical and narrative reports.				
5%	(actimized staff conferences to assess need	ded services; pro work planning; o r clients: develop	and participates in multi-disciplinary diagnostic and ordes input into supervisory conferences and obtains information of community and againcy as and maintains working relationships with on of agamsy responsibilities.		
6%	10. Performs other duties as required or a enumerated above.	ssigned which a	re ressenably within the ecope of the duties		
17. Position		A (Magandido for o	strikering and protesting warts, preparing, conducting any algoring and adjusting pressures for the insumbers of this position.)		
			TWORKING TITLE (IF ANY)		
Public Se	rvice Administrator 37015-16-31-80	0-70-01	Pennanency Team Supervisor		
TE CHECK Y	HE APPROPRIATE BOX IF THE FOR HOW BEA:				
NOTE: 5	AVISOR OR [] LEAD WORKER impervisory or lead worker responsibilities <u>many</u> be as checked above, the position the position number,		leffed duty statement(s) with a time percentage(s) allotted.		
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EMPLOYEE	POSITION	POSITION ID	LANGUAGE
ARTEAGA,KARINA	CHILD WELFARE SENIOR SPECIALIST	0721716608204198	Spanish
GARCIA-MORA,SULMA	CHILD WELFARE SENIOR SPECIALIST	0721716608202199	Spanish

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Child Well	fare Senior Specialist		29	88	Medital Company of the Company of th
ACCEPANY		T. GILLERTH, CHEROSE.		101270	07217-16-13-210-11-99
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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
AGUIRRE-LIEVANO,SANDRA	CHILD WELFARE SPECIALIST	0721816153132199	Spanish
BARRAZA,BENNY	CHILD WELFARE SPECIALIST	0721816137201198	Spanish
BURCIAGA,BRENDA	CHILD WELFARE SPECIALIST	0721816488401199	Spanish
CALDERON,IVONNE	CHILD WELFARE SPECIALIST	0721816335003199	Spanish
CORONA, ELISA	CHILD WELFARE SPECIALIST	0721816591204199	Spanish
DIAZ,PATRICIA	CHILD WELFARE SPECIALIST	0721816792105199	Spanish
GALLEGOS,MARIA	CHILD WELFARE SPECIALIST	0721816312002199	Spanish
GONZALEZ,EMMA	CHILD WELFARE SPECIALIST	0721816153140699	Spanish
GONZALEZ,ERICK	CHILD WELFARE SPECIALIST	0721816488404199	Spanish
ANAUL, DOOWYAH	CHILD WELFARE SPECIALIST	0721816591205199	Spanish
HERRERA,JOSE	CHILD WELFARE SPECIALIST	0721816181001199	Spanish
HURTADO,ROCIO	CHILD WELFARE SPECIALIST	0721816181006199	Spanish
IIMENEZ,SERGIO	CHILD WELFARE SPECIALIST	0721816181006199	Spanish
KLINE,CAROL	CHILD WELFARE SPECIALIST	0721816137204199	Spanish
LOPEZ,CESAREO	CHILD WELFARE SPECIALIST	0721816181001199	Spanish
MCMANAMAN,HELENN	CHILD WELFARE SPECIALIST	0721816334004198	Spanish
MELENDEZ,CLAUDIA	CHILD WELFARE SPECIALIST	0721816792104199	Spanish
MORENO, ALEJANDRA	CHILD WELFARE SPECIALIST	0721816488402199	Spanish
DLIVAS,SUSANA	CHILD WELFARE SPECIALIST	0721816137104199	Spanish
PEREZ-AL MUHTASEB,ADA	CHILD WELFARE SPECIALIST	0721816592113199	Spanish
PINTO,SUSAN	CHILD WELFARE SPECIALIST	0721816478106199	Spanish
RAMIREZ,MARILENA	CHILD WELFARE SPECIALIST	0721816334101199	Spanish
RAMOS,JHOMARIE	CHILD WELFARE SPECIALIST	0721816181001199	Spanish
REYES,ISADORA	CHILD WELFARE SPECIALIST	0721816792202199	Spanish
RODRIGUEZ,EULALIA	CHILD WELFARE SPECIALIST	0721816792103199	Spanish
SOSA,MONICA	CHILD WELFARE SPECIALIST	0721816181001199	Spanish
SUTOR,ANGELINA	CHILD WELFARE SPECIALIST	0721816334001199	Spanish
VELASCO,MAYRA	CHILD WELFARE SPECIALIST	0721816181006197	Spanish



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CENTRAL MANAGEMENT DEPLACES

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Child Well	are Specialist		29	88	07218-16-31-200-21-99
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10%	5. Translates and interpre		anish speaking clients regarding services
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5%	technical staff conferences consultation with other disc resources technic resolati	to sames meeded services; provid splines for casework planning; obta	participates in multi-disciplinary diagnostic and les input into supervisory conferences and line information of community and agency and maintains working relationships with of agency responsibilities.
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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
JUAREZ,SYDNIE	CHILD WELFARE NURSE SPECIALIST	0719716156000799	Spanish
VELAZQUEZ,ELIZABETH	CHILD WELFARE NURSE SPECIALIST	0719716156000699	Spanish

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5%	6. Provides input into sp staff regarding perms	ectal studies and projects; as more money planning for disiden with a	ussted, serves as a consultant to professional pecial health care needs.			
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EMPLOYEE	POSITION	POSITION ID	LANGUAGE
ALMARAZ, DENISE	DAY CARE LICENSING REPRESENTATIVE II	1147216134203198	Spanish
ANAYA,MONICA	DAY CARE LICENSING REPRESENTATIVE II	1147216134101199	Spanish
CORREA,LAURA	DAY CARE LICENSING REPRESENTATIVE II	1147216134203199	Spanish
RICO,KAREN	DAY CARE LICENSING REPRESENTATIVE II	1147216134204199	Spanish
RODRIGUEZ,ISABEL	DAY CARE LICENSING REPRESENTATIVE II	1147216134104199	Spanish
VILLAGOMEZ,LIZBETH	DAY CARE LICENSING REPRESENTATIVE II	1147216134105199	Spanish
ZAKHEM,MARIBEL	DAY CARE LICENSING REPRESENTATIVE II	1147216134103199	Spanish

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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
BONILLA,SUSY	HUMAN RESOURCES REPRESENTATIVE	1969216072202099	Spanish
PINEDA,PEDRO	<b>HUMAN RESOURCES REPRESENTATIVE</b>	1969216072202099	Spanish
ORTEGA,IVIA	HUMAN RESOURCES SPECIALIST	1969316072202099	Spanish

# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES CLASS SPECIFICATION

## **HUMAN RESOURCES REPRESENTATIVE**

POSITION CODE: 19692

Effective: 11/16/96

## DISTINGUISHING FEATURES OF WORK:

Under direction, engages in professional human resources assignments of limited scope; duties are creative, evaluative, interpretive and analytical, requiring consistent application of professional judgment and knowledge. Positions included in this class regularly assist and act as confidential assistants to labor relations managers or, through their participation in human resource programs, have authorized access to information concerning labor relations policy reviews and implementation.

#### ILLUSTRATIVE EXAMPLES OF WORK:

- 1. In an institution or comparable office, serves as the unitary human resources generalist providing all human resources services; works with institution officials and agency management in the provision of advice and counsel for actions required under the rules, classification plan, pay plan, collective bargaining contracts, insurance program, information systems program and other personnel administrational programs and activities.
- 2. Obtains information as to the functioning of a work area including impinging and governing statutes, rules, policies, and methods; applies accepted criteria to analysis and processing of information that results in such decisions as the classifying of a position, employee/labor relations dispute resolution, candidate selection and examining, or monitoring of transactions for comporting with rules and contracts; verifies information to be used in human resources administration activities; contacts suppliers of information by telephone, written communiqué, or on-site visit for observation/interview; evaluates, interprets, and analyzes information obtained; makes corrections, accepts or rejects information in accordance with findings; exercises agency head's designated signature authority to document decisions.
- 3. Researches, analyzes and prepares examination instruments; interprets and evaluates candidates' training, education and experience; assigns numerical scores and letter grades; obtains, verifies and corrects information to be utilized in examination administration activities; administers performance, written and computerized examinations; provides assistance to higher level human resources staff, participates in job fairs or other employment outreach activities and explains applicable rules, policies, or methods to candidates for employment.
- 4. Prepares for and conducts structured interviews to select candidates for generalized or specialized established positions within the employing agency, board, or commission; gathers job information; designs interview questions, categories, and weights; evaluates candidate responses; assures compliance with governing provisions and contracts; prepares related reports and records.
- Provides professional assistance to higher level human resources staff; carries out a highly technical review of requests for service within the specialty area; conducts surveys, prepares reports; counsels employees, supervisors, applicants and others.

## HUMAN RESOURCES REPRESENTATIVE (Continued)

- 6. Provides counsel and guidance in employee and labor relations matters; assists in representing an assigned agency or facility in labor negotiations; participates in investigations dealing with unfair labor practices or bargaining unit election processes for unit certification or by challenge; hears advanced step grievances; recommends new or modified policies and practices to improve employee relations and benefit agency operations.
- 7. Reviews, evaluates, negotiates and ensures the timely processing of workers' compensation claims and less detailed time-loss claims against the State of Illinois; ensures claims are in compliance with applicable laws and regulations; exercises authority to decide claims of a designated dollar amount; may review and evaluate general liability claims when work loads demand.
- 8. As a working supervisor or lead worker, provides guidance and direction to three or fewer subprofessional support staff; prepares, conducts and signs performance evaluations of subordinate staff; effectively recommends and imposes disciplinary action and adjusts subordinate staff grievances.
- Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### **DESIRABLE REQUIREMENTS:**

## **Education and Experience**

Requires knowledge, skill and mental development equivalent to completion of four years of college and one year of professional experience, preferably in human resources, or satisfactory completion of an approved training program.

### Knowledges, Skills and Abilities

Requires working knowledge of Illinois state government.

Requires working knowledge of the Personnel Code, Rules, Position Classification Plan, Pay Plan, Collective Bargaining Contracts, departmental policies and procedures.

Requires ability to treat with a high volume of information; sorts information into like categories, and verify by a systematic method the reliability of held information.

Requires ability to read, assimilate information and data, and recall, with a reasonable degree of proficiency, facts and figures.

Requires ability to articulate human resources administration information in descriptive terms to others not versed in the personnel system.

Requires ability to present facts clearly both orally and in writing.

Requires ability to use standard formula in production of measures reflecting characteristics of data.

Requires ability to conceptualize and hence to demonstrate relationships between things, persons, or ideas.

Requires ability to use computer systems, software, templates or other guides.

May require ability to plan and supervise the work of subprofessional staff.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals, and/or be able to communicate effectively in sign language.



## Illinois Department of CENTRAL MANAGEMENT SERVICES

1. POSITION T	TLE	WORKING TITLE (IF ANY)	Balagual Code	Pedaga Tale 2, POSITION NUI			JMBER		
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16. (CONTIN	UED)				
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20%	3.	Provides individus grading and applic opportunities.	al consultation to candidates seek cation process, as well as the pro	ing job op cess of fill	portunities with DCFS; explains the ing vacancies; discusses job
10%	4.	possible candidate management rega	nation; maintains an awareness o	of approve e; provide: rative activ	d candidates, providing education and d and upcoming vacancies and matches advice and makes recommendations to advice to recruitment; works with a candidates.
10%	5.	Translates and interest available and the	erprets, both crally and in writing, proper completion of forms.	for Spanis	sh speaking clients regarding services
10%	6.	related to the DCF	nitors the recruitment/employmen	nt malibox portunities	and recruitment activities and issues; and provides guidance and information at DCFS, etc.; prepares and retains syment process.
5%	7.	Performs other dulenumerated above	ties as required or assigned which	h are reas	onably within the scope of the duties
17. POSITION performance	TITLE AND	NUMBER OF IMMEDIA	ATE SUPERVISOR (Responsible for ass	igning and m	eviewing work, preparing, conducting and signing grevances for the incumbent of this position.)
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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
CANO,NOE	HUMAN RIGHTS INVESTIGATOR III	1977616051001099	Spanish

# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES CLASS SPECIFICATION

HUMAN RIGHTS INVESTIGATOR III

POSITION CODE: 19776

Effective: 9-1-15

#### DISTINGUISHING FEATURES OF WORK:

Under general direction, performs duties as a working supervisor of a unit for intake activities; or performs duties of an advanced specialist in investigations, developing or revising techniques and methods of investigations; may perform coordinative functions with local governmental jurisdictions on equivalent compliance ordinances; travels as needed to accomplish the operational goals and objectives of the agency.

## ILLUSTRATIVE EXAMPLES OF WORK:

- As a working supervisor of unit intake activities, gives direction and guidance to intake workers; responsible for job assignments, training of new employees, and performance evaluation of subordinate personnel; maintains a case load of intake complaints and assists with investigations as time permits.
- Assists lower level investigators with difficult investigations or the resolution of unusual problems; assists in training new employees; acts as supervisor in supervisor's absence; carries a case load of moderately difficult to difficult charges to be investigated, performing the usual duties of an investigator.
- 3. As an advanced specialist, investigates cases of advanced complexity and /or sensitivity; carries a case load of employment, housing, credit and public accommodations discrimination or sexual harassment in education charges of varying difficulty; maintains a caseload of a mixture of charges; performs investigations of cases according to accepted methods and develops or revises techniques and methods of investigations for problems not previously encountered; acts as a leader or trainer of coworkers in developing proficiency in new or revised techniques or methods; may act as liaison to local governmental jurisdictions with human rights discrimination ordinances to facilitate and coordinate dual enforcement.
- Collects information by interviewing and assessing recorded material; generates
  or directs the generation of requisite reports; conducts on-site visits and holds
  informal hearings or conferences.
- 5. Performs analysis of cases and makes recommended decisions based upon the disposition of cases; prepares reports on cases for administrative review.

## HUMAN RIGHTS INVESTIGATOR III (continued)

- 6. Negotiates settlements during the process of investigation, if both parties in a dispute agree to conciliation.
- Serves as a resource to explain and interpret the Human Rights Act rules, regulations and investigative procedures to other governmental, school, community or agencies as needed.
- 8. Participates in continuing training and education opportunities to develop professional skills and knowledge of the philosophy, procedures, rules and regulations of the agency.
- 9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

## Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college, preferably with coursework in business, public, or personnel administration, or social sciences.

Requires one year of professional experience as a Human Rights Investigator II.

## Knowledges, Skills and Abilities

Requires thorough knowledge of human rights issues.

Requires thorough knowledge of the methods and techniques of performing investigations and caseload management.

Requires ability to communicate effectively both orally and in writing.

Requires ability to direct the activities of coworkers.

Requires ability to perform difficult analysis of information and make recommended decisions.

Requires ability to interpret and apply the Human Rights Act in discrimination cases.

Requires ability to use a personal computer and electronic word processing software to record and organize data.

Requires ability to maintain accurate, complete and correct records as required by law.

Requires ability to develop and maintain cooperative relationships with management, staff, respondents, government representatives and the general public.

Requires physical, visual and auditory abilities necessary to carry out assigned duties.

Requires possession of a valid appropriate driver's license and the ability to travel. In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.



EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
CHAIREZ, JOSE	OFFICE ASSOCIATE	3001516592101129	Spanish
FLORES, VANESSA	OFFICE ASSOCIATE	3001516658102129	Spanish
GARCIA, YOLANDA	OFFICE ASSOCIATE	3001516823003129	Spanish
HUERTA, VIANEY	OFFICE ASSOCIATE	3001516651003129	Spanish
IBARRA,ROCIO	OFFICE ASSOCIATE	3001516335002129	Spanish
JAQUEZ,MARISELA	OFFICE ASSOCIATE	3001516658205192	Spanish
OROZCO,VERONICA	OFFICE ASSOCIATE	3001516658205129	Spanish
SANCHEZ-SERRATO,LORENA	OFFICE ASSOCIATE	3001516912004129	Spanish
TIRADO,ARACELY	OFFICE ASSOCIATE	3001516137204129	Spanish
MOLINA LASSALLE,ROSAMARIA	OFFICE COORDINATOR	3002516894000129	Spanish
BETANCOURT, VERONICA	OFFICE SPECIALIST	3008016592113129	Spanish



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# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES CLASS SPECIFICATION

OFFICE SPECIALIST

POSITION CODE: 30080 Effective: 06/01/2015

#### DISTINGUISHING FEATURES OF WORK:

Under general direction, performs complex, specialized paraprof essional or technical functions requiring substantial originality, responsibility and technical knowledge and understanding of the agency program and/or applications; presents complex ideas in a clear and concise manner, explains rules, regulations and procedures and makes decisions concerning unusual or unique situations or problems based on general guidelines or previous decisions where interpretation and judgment is inherent in work performed; may serve as a designated lead worker of office support staff involved in complex, specialized clerical and paraprofessional/technical work or a large group of office support staff involved in difficult and responsible clerical work.

#### ILLUSTRATIVE EXAMPLES OF WORK:

- 1. As a paraprofessional, assists in a regulating, monitoring and controlling program or client service program provided by the agency; performs a variety of paraprofessional duties in the flow and processing of information and/or documents concerning a program area; acts as a liaison between vendors, direct service providers, clients or the general public in resolving discrepancies, responding to inquiries and explaining procedures, rules and/or services of the program; gathers information and prepares documents or reports on program activity, compliance, etc.; receives and evaluates documents, licenses, permits or contractual agreements to determine acceptability or conformance to eligibility requirements according to rules and regulations, statutes, program policy and procedures; may certify documents signed by others with public notary seal; prepares letters, audits, etc., to obtain additional information or initiate noncompliance activities; develops evaluating and monitoring procedures for program area.
- 2. Functions as a computer system coordinator; monitors system activity; resolves technical word processing program issues or problems; performs the full range of system coordinator activities, e.g., system back-up procedures, space allocation, creating and maintaining libraries and glossaries, formatting disks; maintains system security measures including operator identification numbers and passwords; assures profiles are current; performs minor repairs or contacts vendors; trains new personnel and provides guidance in computer system operation and program application; updates system users in new system and office procedures; develops training manuals.
- 3. Serves as a designated lead worker of lower level support staff engaged in complex, specialized clerical and paraprofessional/technical work; exercises limited supervisory responsibility; provides training, develops training manuals and provides on-going consultation and guidance on office practices and procedures; keeps support staff up-to-date on policy and procedure changes; screens incoming work and sets priorities in order to maintain a smooth flow of work assignments; monitors projects for completion by due date; maintains and prepares reports on unit work activities; monitors work performance and advises the supervisor concerning performance of assigned staff.

- 4. Develops complex, multi-program (database, spreadsheet and word processing) record and report applications requiring an extensive understanding of the application programs or procedural command languages; reviews data job in order to design spreadsheets, database and/or word processing systems/applications to generate documents and reports; develops complex macros and writes standard query language commands for spreadsheet or database manipulation; tests applications for accuracy and reliability; performs back-up procedures to ensure data is maintained in database; confers with and receives advice from technical staff in developing highly complex automated procedures and program applications.
- 5. Performs other duties as assigned or required which are reasonably within the scope of the duties enumerated above.

#### **DESIRABLE REQUIREMENTS:**

#### Education and Experience

Requires knowledge, skill and mental development equivalent to two years of secretarial/business college and one year of office experience, or completion of high school and three years of office experience, or three years of independent business experience.

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 in lieu of the stated requirements for this classification.

#### Knowledge, Skills and Abilities

Requires extensive knowledge of office practices and procedures.

Requires extensive knowledge of composition, grammar, spelling and punctuation.

Requires extensive knowledge of arithmetic computations.

Requires extensive knowledge of the logic of computer language/programs.

Requires extensive knowledge of manual and automated office equipment.

Requires working knowledge of agency programs, rules and regulations.

Requires ability to instruct, guide and train others.

Requires ability to establish and develop written instructions and procedures.

May require licensure as a notary public.

May require possession of an appropriate valid driver's license.

May require skill in keyboarding accurately.

May require skill in taking and transcribing dictation accurately.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.



EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
COLON,LOURDES	PUBLIC SERVICE ADMIN OPT 6, HMN.SERV	3701516112001099	Spanish
MELLEMA,SUSAN	PUBLIC SERVICE ADMIN OPT 6, HMN.SERV	3701516152480099	Spanish
PEREZ,CECILIO	PUBLIC SERVICE ADMIN OPT 6, HMN.SERV	3701516181006099	Spanish
LOPEZ,DEBORAH	PUBLIC SERVICE ADMIN-OPT 1 GEN ADMIN	3701516282000099	Spanish
LOPEZ,JOSE	PUBLIC SERVICE ADMIN-OPT 1 GEN ADMIN	3701516052000099	Spanish
CAMARILLO, JEANETTE	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516478102099	Spanish
CARRION,LUIS	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516221001099	Spanish
LEONARDO,MARCO	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516886003099	Spanish
MARTINEZ, EVELYN	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516826004099	Spanish
NAVARRO,GLORIA	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516152332099	Spanish
ORTIZ,ZULEMA	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516894003099	Spanish
RAMIREZ,BEATRIZ	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516676003099	Spanish
REYES,THERESA	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516825001099	Spanish
ROMERO,LILIANA	PUBLIC SERVICE ADMIN-OPT 6 HUMAN (RC)	3701516152481099	Spanish

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# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES CLASS SPECIFICATION

#### PUBLIC SERVICE ADMINISTRATOR

POSITION CODE: 37015

Effective: 10-1-02

#### DISTINGUISHING FEATURES OF WORK:

The Public Service Administrator is designed for a broad band of middle management positions located in agencies, boards, and commissions and subject to the Civil Service Code. Positions allocated to this class serve as policy implementing officials and/or have considerable administrative responsibilities that are managerial, supervisory, or confidential in nature.

Key management functions of Public Service Administrators require the exercise of discretion in controlling or directing the organization's supportive program and determining the judicious use of means to accomplish an end. Such positions are charged with responsibility to direct the effectuation of management policies. Decisions made may significantly affect the agency's policies or its fundamental methods. Whether serving in a staff or line capacity, the Public Service Administrator's position responsibilities are inseparable from the interests of the employer.

Common to all positions in this class is the management nature of work. Public Service Administrator positions are frequently full line supervisors. Full line supervisors are principally engaged in work that is substantially different from the subordinate staff and exercise independent judgment in carrying out or effectively recommending authorities to hire, transfer, suspend, lay off, recall, promote, discharge, direct, reward, or discipline employees, or to adjust grievances. Other Public Service Administrator positions may act in a confidential labor relations capacity by assisting or serving as an agency's labor relations manager, or by having authorized access to information concerning the review or implementation of the employer's collective bargaining policies. Others are administrators or assist higher level managers. It is not the presence or absence of full line supervisory authority but rather the inherent decisions and commitments that distinguishes the job as management.

The Public Service Administrator class encompasses those jobs where the scope of the operation and associated administrative and managerial duties is not as great as that of the Senior Public Service Administrator but where work performed is higher than that of first level management positions. To determine whether allocation to this class is appropriate, a comparative analysis with related positions should be conducted. Excluded from this class are senior management positions serving either as policy makers or administrators of major agency programs, positions encompassed by other existing classes within the Classification Plan, as well as those subject to the provisions of collective bargaining contracts.

#### ILLUSTRATIVE EXAMPLES OF WORK:

- Organizes, plans, executes, controls, and evaluates the operation of a supportive program; implements policy for the total management process of the supportive agency program; plans for the effective and efficient utilization of program resources and organizes the goals and objectives of the supportive program; confers with management on the integration of program function activities to resolve administrative problems and program function improvements; performs the major controlling impact on the outputs of the program activities; implements studies of program evaluation; establishes priorities among assignments, establishes times of completion and quantity and quality of work products and services; monitors output in order to ensure adequate work flow; provides for employee motivation and development; identifies and discusses program projects, problems and issues; meets with representatives of other agencies to discuss inter-agency issues or with representatives of other governmental jurisdictions and outside parties.
- 2. As a line or staff assistant to a higher level manager, performs highly responsible functions coordinating and assisting with the direction of several large agency wide programs; develops and maintains ongoing communications with private and public organizations, officials of other agencies, or officials of other states and the federal government; with delegated authority speaks for the higher level manager to commit operational programs to specific courses of action; plans, directs, and conducts extensive and complex research or administrative studies of specific phases of division operations; drafts proposed bills, amendments, resolutions, procedures, rules, and regulations; makes or coordinates difficult and involved field investigations of law violations and claims.
- 3. Implements and evaluates policies and procedures affecting casework and investigative decisions; establishes local operating policies, practices and procedures; identifies and evaluates the utilization of available community resources; works with regional managers of supportive service programs to integrate services within assigned geographic area through contacts with officials at all levels of government, private and volunteer agencies; establishes and maintains effective public relations for the department, advisory councils, and civic organizations; manages and directs field office team operations and assures adequate staff coverage; monitors expenditures; directs and requisitions the procurement and maintenance of office equipment and supplies; assembles information for office space negotiations, dealing with vendors on subsequent problems with adequacy of facilities.

- 4. Supervises subordinate correctional facility officers; assigns them to posts of duty; makes rounds and assures that subordinates are on duty and properly attentive to their duties; prescribes disciplinary measures; prepares incident and activity reports; investigates complaints of violation of rules; recommends disciplinary action and conducts hearings involving standards of behavior.
- 5. Supervises professional nurse personnel in providing care for recipients; prepares work assignments of subordinate staff; changes or revises staff assignments to assure adequate staff coverage according to patient load or employee absenteeism; reviews and approves requests for time off from work; monitors and evaluates the performance of assigned staff; prepares periodic individual performance ratings; provides constructive criticism and demonstrates proper care techniques.
- 6. Performs complex accounting and auditing work involving supervision of professional and subprofessional staff engaged in maintaining a complex, accounting subsystem involving general departmental funds or grants; prepares or supervises the preparation of complex statements and reports; examines, reconciles and analyzes complex statements and reports; provides advice on complex accounting problems and on the implementation of new procedures and programs; reviews and recommends changes in the complex accounting system.
- 7. Manages a small section of systems analysts and/or programmer analysts engaged in performing a full range of systems analysis functions ranging from design and development to maintenance and enhancements of systems; plans work schedules and sequences of operations to assure an even flow and distribution of work, the expeditious handling of priority cases and the meeting of schedules and deadlines; evaluates need and makes recommendations concerning the maintenance or replacement of equipment and the maintenance and safety of the operations area.
- 8. Plans, assigns, supervises and reviews the activities of staff engaged in the review, analysis, and auditing of various entities; makes pre-audit evaluations to establish scope and procedures to be employed; ascertains nature of systems to determine means of verification, appropriate test periods and extent of test checking; may make initial contact with entities to discuss purpose and objectives of audit, and explain standard techniques utilized; appears at hearings as agency witness and testifies as to the accuracy and propriety of reports; acts as a consultant in pre-hearing conferences and during hearings, providing information, regarding adequacy and correctness of data and procedures used.

- 9. Directs a local office operation in a major metropolitan area of the State; through intermediate supervisors ensures the provision of services to a large and diverse client population with diverse socio-economic backgrounds; develops and directs the implementation of intra-office operating procedures to facilitate work flow in client reception and/or registration, record processing and maintenance, data and information collection and dissemination; based upon analysis of community needs, establishes long range annual, and interim goals and objectives and action plans for delivery of services to eligible clients in the office service area; develops and implements the annual program and budget plan for the office; conducts frequent regular reviews of service, budget and performance indicators in comparison to office goals and standards; identifies problem areas and initiates corrective action when appropriate.
- 10. Maintains liaison with a variety of organizations that may be able to supply funds, training and technical assistance in particular areas; monitors budgetary expenditures by program area; assists in the budgetary process by developing program narratives and justifications; reviews and approves expenditures of funds authorized; prepares a variety of materials designed to explain and interpret a specific or linking program; speaks before various groups to explain and interpret program philosophy and requirements; develops and utilizes professional channels of communication with state, federal and other agencies.
- 11. Plans, coordinates and implements site activities and development programs compatible with the natural and/or cultural resource base; reviews, analyzes, and incorporates proposals of natural and cultural resource specialists and others both within and outside the agency concerning short and long range plans; supervises and conducts research related to restoration, interpretation, and development; responds to oral and written inquiries concerning available programs and departmental policies; appears at public hearings as required; explains agency policies and rules and regulations to visitors and assures compliance with same.
- 12. Supervises subordinate staff, plans the work to be accomplished, sets priorities, assigns work according to individual subordinate's abilities, evaluates work performance, hears and resolves first level grievances; reviews the technical and scientific information to be used in regard to a particular case; serves as an expert witness in hearings or court cases; performs tests, evaluations, development, and improvement of techniques used.

- 13. As a field office supervisor or advanced generalist, reviews all disciplinary actions proposed by agency management for appropriateness and compliance with Rules and other affecting regulations; solicits legal opinions as required and other counsel as pertain to Personnel Rules, regulations, policies and furnishes pertinent information to central departmental staff for consideration; evaluates proposals for employee or labor relations policies, rules and regulations in accord with contracts and/or pertinent statute; reviews all labor legislation and impacting secondary and tertiary employee and/or labor legislation; evaluates content of legislation and prepares position statements.
- 14. Directs, implements, coordinates, and supervises program activities of field counselors, university coordinators, and other staff of a large area agency field office providing services to clients; assists regional administrator in organizing, directing, and supervising programs pertaining to area of specialty.
- 15. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

#### **DESIRABLE REQUIREMENTS:**

# Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with courses in business or public administration; specific requirements vary by position and relate to the position's duties and responsibilities as defined by the agency of employment and as approved by the Director of the Department of Central Management Services or his/her designee.

Requires prior experience equivalent to three years of progressively responsible administrative experience in a public or business organization; specific requirements vary according to the position's duties and functions assigned by the agency and as approved by the Director of the Department of Central Management Services or his/her designee.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of public and business administration, principles and practices.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems.

Requires extensive knowledge of staff utilization and employee motivation. Requires extensive knowledge of labor and employment development. Requires extensive knowledge of agency policies and procedures.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

Requires ability to develop, install and evaluate new and revised methods, procedures and performance standards.

Requires ability to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services.

Requires ability to develop and maintain cooperative working relationships. In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.



EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
MARTINEZ,MARIO	SENIOR PUBLIC SERVICE ADMINISTRATOR	4007016801100099	Spanish

# ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES CLASS SPECIFICATION

#### SENIOR PUBLIC SERVICE ADMINISTRATOR

POSITION CODE: 40070

Effective: 10-1-02

### INTRODUCTION:

The Senior Public Service Administrator encompasses a broad band of senior state management positions in agencies, boards, and commissions with a level of responsibility at least equivalent to a major program manager's and subject to the provisions of the Civil Service Code. Incumbents of this class either serve as policy-making officials or have major administrative responsibilities. As a policy-making official, an incumbent reports directly to the director or assistant director of the agency and participates in determining policy which fixes objectives or states the principles to control action toward operating objectives or toward the conduct of one or more administrative units immediately subordinate to the director or assistant director, or participates in planning and programming agency activities mandated by legislation or the agency's director or assistant director. Positions serving as deputy directors or staff assistants to directors or assistant directors are also included in this class. Such positions with major administrative responsibilities direct programs defined by statute, agency, board, or commission policy; or are responsible for the execution of policies or operating objectives in one or more operating units; or participate in the integrating of plans and projections of related organizational units, scheduling projected work programs, and encompassing, on a regular basis, questions of allocation and determination of resources, program definition, interpretation and implementation, and accountability.

Specifically excluded from this class are wholly professional positions which neither serve as policy-makers nor have major administrative responsibilities. Also excluded are positions subject to the provisions of collective bargaining contracts and positions encompassed by other, existing classes within the Classification Plan.

#### DISTINGUISHING FEATURES OF WORK:

Subject to management approval, plans, develops, organizes, controls, and manages a major program; or develops, recommends, and implements policies and procedures pertaining to the program area, develops and maintains ongoing communications with private and public organizations, officials of other departments, members of the legislature, officials of other states, and the federal government.

### ILLUSTRATIVE EXAMPLES OF WORK:

- Directs, coordinates, and reviews the activities of operational and program personnel through subordinate managers; reviews, modifies and implements existing program objectives or develops new program objectives; acts authoritatively on policy-making issues impacting agency management and statewide agency operations; develops long range plans for the agency and monitors progress toward accomplishment of the goals and objectives of the agency.
- 2. As a registered engineer, plans, organizes, coordinates, and reviews the work of a large engineering and technical field staff engaged in conducting field investigations and inspections and monitoring activities, the development and dissemination of information and data to various local governmental and private agencies, and the preparation of technical reports and papers.
- 3. Plans, develops, administers and coordinates a complex social service (facility based or community) program by reviewing and evaluating agency programs, policies and management practices, and directs changes in operations as deemed necessary; directs and participates in research and reporting activities of programs and services; directs the development, review and analysis of legislation required for the improvement of current agency programs and services, and the development of new programs.

- Plans and coordinates a network of systems and services on a departmental, multi-agency or regional basis; directs and coordinates the design and management of administrative services to meet the needs of user agencies.
- 5. Performs highly complex and specialized studies; prepares interpretations of findings, translates findings into proper form usable by other professional personnel in the agency; establishes and maintains working relationships with federal, state and local officials, and civic leaders on various matters involving program area.
- Directs program budget preparation and controls appropriation of expenditures; reviews current agency programs to define areas requiring increases in appropriations for program expansion; makes program and policy recommendations.
- 7. Reviews all administrative rules and related laws; researches, develops, and writes proposals affecting changes in statutes and administrative rules; conducts and coordinates investigations; supervises and reviews the activities of professional staff engaged in conducting investigations.
- 8. Establishes policies utilized in implementation and maintenance of programs; confers with the Director and administrative staff on feasibility of recommended policies; interprets new legislation and administrative policies and procedures.
- 9. Plans, develops, and implements methods, systems, investigation techniques, and examination procedures designed to effectively monitor and regulate the industry program for which the position has principal accountability; provides for the development of revisions of policies, rules, regulations and procedures.
- 10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

#### **DESIRABLE REQUIREMENTS:**

# Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college; specific requirements vary by position and relate to the position's duties and responsibilities as defined by the agency of employment and as approved by the Director of the Department of Central Management Services or his/her designee.

Requires prior experience equivalent to four years of progressively responsible administrative experience in a public or business organization; specific requirements vary according to the position's duties and functions assigned by the agency and as approved by the Director of the Department of Central Management Services or his/her designee.

# Knowledges, Skills and Abilities

Requires thorough knowledge of public and business administration, principles and practices.

Requires thorough knowledge of agency programs and service objectives, activities and operational systems.

Requires thorough knowledge of staff utilization and employee motivation.

Requires thorough knowledge of labor and employment development.

Requires extensive knowledge of agency policies and procedures.

Requires ability to develop and manage a major agency program.

Requires ability to analyze administrative programs and adopt an effective course of action.

Requires ability to develop, install, and evaluate new and revised methods, procedures and performance standards.

Requires ability to exercise judgment and discretion in developing, implementing, and interpreting departmental policies and procedures.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies, and services.

Requires ability to develop and maintain cooperative working relationships.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.



EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
FRANCO,SARA	SOCIAL SERVICES PROGRAM PLANNER III	4131316646001299	Spanish
ALAVAZAREZ,MANDY	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416657003199	Spanish
CASTRO, VANESSA	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416223000598	Spanish
CERDA-BABBINGTON,MARTHA	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416223000599	Spanish
CHAVEZ,RHONDA	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416657003199	Spanish
CORRAL, JULIA	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416659102199	Spanish
FELICIANO, DARLENE	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416659102199	Spanish
HERNANDEZ,MARIA	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416676003199	Spanish
WONG,CARLOS	SOCIAL SERVICES PROGRAM PLANNER IV (RC)	4131416676001199	Spanish

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EMPLOYEE INCUMBENT	POSITION TITLE	POSITION ID	LANGUAGE
ZAVALA,LETICIA	TECHNICAL ADVISOR II	4525216261001099	Spanish
VERA,ADRIANA	TECHNICAL ADVISOR II (RC)	4525216032001199	Spanish
MORENO, MARIA	TECHNICAL ADVISOR III (RC)	4525316651000599	Spanish

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