

State Services Assurance Act Annual Report



IDFPR

Illinois Department of
Financial and Professional Regulation

Last Updated: 03/30/2023



JB Pritzker
Governor

Mario Treto, Jr.
Secretary



IDFPR

Illinois Department of Financial and Professional Regulation

Office of the Secretary

www.idfpr.com

JB PRITZKER
Governor

MARIO TRETO, JR.
Secretary

March 30, 2023

To the Honorable Members of the General Assembly:

Pursuant to the State Services Assurance Act, 5 ILCS 382/3-1 *et seq.*, enclosed please find the Illinois Department of Financial and Professional Regulation’s (“IDFPR”) 2023 Annual Report. As required by law, the Annual Report contains the most recent comprehensive staff list of bilingual frontline IDFPR employees in specified bargaining units represented by the American Federation of State, County, and Municipal Employees (“AFSCME”).

The chart below identifies bilingual frontline IDFPR staff as of March 1, 2023, and includes each employee’s name, position title, position description, and language spoken.

Illinois Department of Financial and Professional Regulation Bilingual Onboard Frontline Staff (As of March 1, 2023)					
Employee Name	Position Title	Position Number	Bargaining Unit	Language Spoken	Position Description
Guzman, Carmen	Real Estate Investigator	37730-13-50-400-30-02	RC-62	Spanish	See Appendix A
Ochoa, Micaela	Office Associate, Opt. 1	30015-13-05-310-20-02	RC-14	Spanish	See Appendix A
Almaraz, Lidia	Executive 1	13851-13-20-207-10-01	RC-62	Spanish	See Appendix A
Alday, Javier	Financial Institutions Examiner III	14973-13-20-206-30-02	RC-62	Spanish	See Appendix A
Pantoja, Jessica	Public Service Administrator, Opt. SS1	37015-13-40-905-00-01	RC-63	Spanish	See Appendix A

The Illinois Department of Financial and Professional Regulation recognizes the importance of recruiting and retaining bilingual employees and remains committed to Diversity, Equity, and Inclusion to further ensure that all Illinois residents can fully access the agency's services.

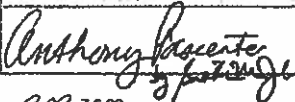
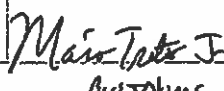
Sincerely,

Mario Treto, Jr.
Secretary

APPENDIX A

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER	
EXISTING POSITION							
NEW/REVISED POSITION				29	SS	37730-13-50-400-30-02	
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT
EXISTING POSITION							
NEW/REVISED POSITION		Real Estate		0	016	2	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 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		06/01/2022	
NEW/REVISED POSITION		Upstate Investigations					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT			
EXISTING POSITION							
NEW/REVISED POSITION		RC062		N			
Cook							
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						
35%	1. Travels to conduct complex, sensitive overt and covert investigations/inspections of alleged or suspected violations of the Division of Real Estate Licensing Acts and the rules for the administration of the acts.						
20%	2. Collects, organizes, and preserves evidentiary materials, such as exhibits, interrogation statements of subjects and witnesses, and copies of records. <ul style="list-style-type: none"> Assimilates evidentiary material in comprehensive reports covering investigative activity, manages caseloads, recommends action to prosecutor/regulatory attorneys. 						
10%	3. Provides testimony in courts of law and regulatory/administrative hearings. <ul style="list-style-type: none"> Serves as departmental representative and liaison with defense counsel, State's Attorney, Attorney General, and regulatory attorneys. Travels to conduct these duties. 						
10%	4. Serves as Spanish speaking interpreter providing technical and investigative expertise to Spanish speaking real estate licensees. <ul style="list-style-type: none"> Interprets the Division of Real Estate Licensing Acts and the rules and regulations promulgated by the Department. 						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
5%	5. Cooperates and provides investigative assistance to other local, State and Federal agencies in order to expedite cooperative investigations.	
5%	6. Analyzes data, computer print-outs, and statistical samples to identify trends and to initiate investigations.	
5%	7. Participates in developing and providing training for in-service investigative personnel, including curriculum development. <ul style="list-style-type: none"> • Recommends pertinent policies and procedures to manager for effective and efficient audit program. 	
5%	8. Compiles data and documentation in support of projected requirements on investigative activities. <ul style="list-style-type: none"> • Prepares reports on investigative activities, including number of investigations completed, number of pending investigations, number of cases referred for further action and the disposition of cases. 	
5%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER 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.)		
Senior Public Service Administrator 40070-13-50-400-00-01		WORKING TITLE (IF ANY) Chief of Real Estate Investigations
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker <input type="checkbox"/> Supervisor		
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
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.		
<u>Minimum Qualifications</u>		
1. Requires knowledge, skill and mental development equivalent to completion of four years of college with coursework in law enforcement, criminal justice, investigation, or related field. 2. Requires one year of responsible investigatory experience in law enforcement or related field. Related work experience and training may be substituted on a year for year basis in lieu of college.		
<u>Preferred Qualifications</u>		

<p>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>			
<ol style="list-style-type: none"> 1. Prefers at least five years of experience working in law enforcement. 2. Prefers at least three years of experience working as a detective or investigator in law enforcement or a related field. 3. Prefers at least five years of experience as a Certified Real Estate Appraiser. 4. Prefers at least five years of experience as a licensed Real Estate Broker, Home Inspector, Auctioneer, Community Association Manager, or similar. 			
<p>20. CONDITIONS OF EMPLOYMENT</p>			
<ol style="list-style-type: none"> 1. Requires the possession of a valid Illinois driver's license. 2. Requires the ability to travel. 3. Requires the ability to travel statewide on short notice. 4. Requires the ability to pass an agency conducted background check. 5. Requires ability to speak and write Spanish at a colloquial skill level. 			
<p>21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.</p> <p>Under general supervision, performs intensive technical, complex, controversial, or sensitive administrative and regulatory investigations under the provisions of the Division of Real Estate Licensing Acts and the rules for the administration of the acts. Travels to conduct complex, sensitive overt and covert investigations/inspections. Provides technical evidentiary materials, interrogates subjects, prepares case reports for prosecution, and serves as an expert witness in court or regulatory/administrative hearings. Serves as Spanish speaking interpreter to Spanish speaking real estate licensees.</p>			
<p>22. ABOUT THE AGENCY/BUREAU/PROGRAM</p> <p>IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.</p>			
DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
 cec 7.6.22	7/20/2022	 Miss Tetz J	6/1/22

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER		
EXISTING POSITION					30015-13-05-301-10-02		
NEW/REVISED POSITION			29	S1	30015-13-05-310-20-02		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT
EXISTING POSITION							
NEW/REVISED POSITION		Administrative Services		0	016	2	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 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		03/01/2022	
NEW/REVISED POSITION		Reception					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT			
EXISTING POSITION							
NEW/REVISED POSITION		RC014		N			
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
45%		<p>1. Serves as a receptionist for one of the multiple Chicago office desks, including but not limited to Division Executives' offices and prosecutorial/hearing conference rooms.</p> <ul style="list-style-type: none"> Disseminates information to the public via telephone and/or walk-in inquiries of the functions of the Department. Maintains control over the information released. Determines if Department jurisdiction exists; refers to specific appropriate Department if not. Refers licensure applicants to the Department's Call Center. Refers and disseminates enforcement complaints to the Complaint Intake Unit in the Chicago office. Receives, greets and directs visitors and telephone inquiries; i.e., clients and/or their representatives, professional associations, the general public, members of the General Assembly, Committee/Board members, members of the press, etc. Responds to non-technical inquiries. Refers sensitive controversial issues to the appropriate superior. 					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	2. Provides clerical office support, including but not necessarily limited to preparing documents, creating and maintaining spreadsheets, filing, entering data into database, answering general inquiries and maintaining the office. <ul style="list-style-type: none"> • Receives, opens, sorts and distributes incoming mail for Chicago office. • Assists Administrative Services staff, such preparing reports including, but not necessarily limited to telecom and vehicle reports and forms.
15%	3. Maintains intra-office security program for all visitors entering the Chicago office reception area; i.e., security registration and visitor identification passes for all visitors, respondents, attorneys, and the public. <ul style="list-style-type: none"> • Prepares written and/or narrative reports as necessary and/or as requested relative to problem areas and potential problem areas.
10%	4. Translates functions/procedures into Spanish for individuals who cannot speak, write, or read English. <ul style="list-style-type: none"> • Assists other Department staff by providing translation from English to Spanish and vice versa during conference calls and by translating written correspondence. • Assists visitors who cannot speak, write, or read English by providing translation from English to Spanish and vice versa.
5%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER 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)

Executive I 13851-13-05-310-10-01

Reception Manager

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

Lead Worker

Supervisor

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

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.

Minimum Qualifications

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.

1. Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience.

Knowledge, Skills, and Abilities

1. Requires extensive knowledge of office practices, procedures and programs.
2. Requires extensive knowledge of composition, grammar, spelling and punctuation.
3. Requires working knowledge of basic mathematics.
4. Requires elementary knowledge of agency programs, rules and regulations.
5. Requires ability to follow oral or written instructions.
6. Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance.
7. Requires the ability to speak, read, and write Spanish fluently at a colloquial skill level.

20. CONDITIONS OF EMPLOYMENT


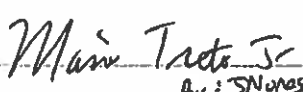
1. Requires the ability to speak, read, and write Spanish fluently at a colloquial skill level.
2. Requires the ability to pass an agency conducted background check.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

Under direction, performs a variety of complex clerical work in the Chicago office. Serves as a receptionist for one of the multiple Chicago office desks, including Division Executives' offices and prosecutorial/hearing conference rooms; disseminates information to the public via telephone and/or walk-in inquiries of the functions of the Department. Provides clerical office support, including but not necessarily limited to preparing documents, creating and maintaining spreadsheets, filing, entering data into database, answering general inquiries and maintaining the office. Maintains intra-office security program for all visitors entering the Chicago office reception area. Translates functions/procedures into Spanish for individuals who cannot speak or read English.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
 3/15/2022		 By: SNones	3/1/22

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION				29	SS	13851-13-20-207-10-01		
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 & Professional Regulation		0	016	1	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION						11/01/2022		
NEW/REVISED POSITION		Consumer Credit				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 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		Cook		RC062	N			
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
25%	1. Interprets and implements policies, procedures, laws, and rules regarding the processing of license applications to ensure compliance with the existing acts and rules and regulations. <ul style="list-style-type: none"> • Implements programs to improve effectiveness and quality of work performed by subordinate staff. • Provides input regarding operational functions required to license the professions regulated by the Section. 							
25%	2. Coordinates initial analysis of applications submitted to the Section to ensure that proper documentation and appropriate remittance have been submitted. <ul style="list-style-type: none"> • Analyzes and makes written recommendations regarding all requests for name changes, relocations, and merger and acquisitions to determine that all necessary materials and remittances have been received. • Directs written correspondence and communicates with licensees and license applicants detailing deficiencies and possible appropriate corrective measures. 							
15%	3. Receives and responds to written and verbal inquiries from the public, registrants, applicants, associations, organizations, schools, etc., to resolve complex licensure related issues/matters. <ul style="list-style-type: none"> • Performs compliance reviews of existing procedural and program manual information, initiates procedural and program manual revisions as necessitated by changes in applicable licensing laws, rules, policies, and procedures. 							
10%	4. Provides input and recommendations to superior regarding operational functions related to							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	licensure and re-licensure in the designated professions. <ul style="list-style-type: none"> • Implements programs to improve effectiveness, quality, and efficiency of the licensure process. • Consults with Department staff to resolve administrative licensure related matters. 	
10%	5.	Directs the review, evaluation, and processing of those licensing applications which are of a non-routine and often complex nature. <ul style="list-style-type: none"> • Assists in the coordination and scheduling of examinations of licensees regulated by the Section.
10%	6.	Translates procedures, questions, and documents into Spanish for individuals who cannot speak or read English. <ul style="list-style-type: none"> • Assists other Department staff by providing translation from English to Spanish and vice versa during conference calls and by translating written correspondence.
5%	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)
Public Service Administrator 37015-13-20-207-00-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker		
<input type="checkbox"/> Supervisor		
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
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.		
<u>Minimum Qualifications</u>		
1. Requires knowledge, skill, and mental development equivalent to completion of four years of college, preferably with coursework in business or public administration.		
2. Requires one year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program.		
3. Requires ability to speak and write Spanish at a colloquial skill level.		
<u>Preferred Qualifications</u>		
1. Prefers at least four years of experience in the field of banking, financial institutions, or similar.		
2. Prefers at least four years of experience in the regulation or auditing of banks or financial institutions.		

<p>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>			
<p>3. Prefers a bachelor's degree in accounting, finance, or similar.</p>			
<p>20. CONDITIONS OF EMPLOYMENT</p>			
<p>1. Requires the ability to pass an agency-conducted background check. 2. Requires ability to speak and write Spanish at a colloquial skill level.</p>			
<p>21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.</p>			
<p>Under general direction, interprets and implements policies, procedures, laws, and rules regarding the processing of license applications to ensure compliance with the existing acts and rules and regulations in the Consumer Credit Section of the Division of Financial Institutions. Provides input regarding operational functions required to license the professions regulated by the Section. Coordinates initial analysis of licensure applications for professions regulated by the Section, to ensure that proper documentation and appropriate remittance have been submitted. Receives and responds to written and verbal inquiries from the general public, registrants, applicants, associations, licensees, organizations, schools, etc., to resolve complex licensure related issues/matters. Translates procedures, questions, and documents into Spanish for individuals who cannot speak or read English.</p>			
<p>22. ABOUT THE AGENCY/BUREAU/PROGRAM</p>			
<p>IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.</p>			
<p>DIRECTOR OF CMS SIGNATURE</p>	<p>IMMEDIATE SUPERVISOR SIGNATURE</p>	<p>AGENCY HEAD SIGNATURE</p>	<p>DATE</p>
<p><i>Anthony Pascente by Debra Short 1/19/23</i></p>		<p><i>Mario Treto Sr</i> <small>By: [Signature]</small></p>	<p>10/25/2022</p>

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS		14973-13-20-206-30-02		
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 Institutions		0	016	2	R		
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 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		11/01/2022			
NEW/REVISED POSITION		Licensing & Examining							
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
35%	1. Utilizing computers and software developed by the Department, individually or as examiner in charge of one or more lower-level examiners, conducts statutory examinations of books, ledgers, accounts, records, and files relative to the operation of financial institutions regulated by the Section. <ul style="list-style-type: none"> • Travels to such entities to conduct examinations. • Prepares detailed reports to ensure compliance with State and Federal regulatory requirements/statutes/provisions. • Confers, when required, with institutions' management in review of the examination report. 								
20%	2. Reviews and issues other examiners' reports of examination and licensees' responses to examination findings. <ul style="list-style-type: none"> • Corrects reports of examination. • Prepares and issues notices of fines. • Compiles detailed and comprehensive reports to support findings of violations of Acts, rules, and procedures developed from regular or special examinations of all licensees regulated by the Section for superior. • Directs memoranda to designated Division personnel of new services being provided by the licensee, outlining the nature of these services on any noted problems. 								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> Makes recommendations to designated Division personnel of possible new examination techniques to discern examination violations of a unique nature. 	
15%	3.	Discusses with licensee management the cited examination violations and appropriate method to correct said findings. <ul style="list-style-type: none"> Informs licensee management of changes to applicable statutes and rules and advises designated Division personnel of questions addressed by licensee related to examination procedures, statutory/regulatory provisions and possible appropriate operating procedures of the licensee as presented during the examination process. Travels to conduct these duties.
10%	4.	Gathers and reviews data for the preparation of financial analysis and trend evaluations of licensees. <ul style="list-style-type: none"> Represents the division and or department in judicial or other hearings relating to the Section.
10%	5.	Translates requirements and instructions for statutory examinations into Spanish for non-English speaking licensees and the public. <ul style="list-style-type: none"> Assists other Department staff by providing translation from English to Spanish and vice versa during examinations and conference calls and by translating written documents and correspondence.
5%	6.	Assists in training of lower-level examiners and attends training seminars offered by the Department and national associations. <ul style="list-style-type: none"> Performs analysis, reports on findings, and provides recommendation to improve performance of the unit. Travels to conduct these duties.
5%	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)
Senior Public Service Administrator 40070-13-20-206-00-01		Assistant Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Lead Worker		
<input type="checkbox"/> Supervisor		
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

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.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to the completion of four years of college; or possession of a Certified Public Accountant rating.
2. Requires four years of professional experience involving either examinations of financial institutions or an equivalent professional level position within a financial institution.

Per the Supplemental Agreement: Any Financial Institution Examiner II who meets satisfactory performance levels in the position (3) consecutive years and have been in their position for at least (3) years shall be advanced to the Financial Institution Examiner III title.

Preferred Qualifications

1. Prefers thorough knowledge of all ACTS regulated by the Section.

20. CONDITIONS OF EMPLOYMENT

1. Requires a valid appropriate driver's license and access to a vehicle for travel.
2. Requires the ability to travel frequently and extensively, both in-state and out-of-state.
3. Requires the ability to pass an agency conducted background check.
4. Requires the ability to speak and write Spanish at a colloquial skill level.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

Under general direction, individually or while serving as examiner in charge conducts examinations and investigations of books, accounts, records, and files relative to the operation of financial institutions regulated by the Section. Reviews and issues other examiners' reports of examination. Compiles detailed and comprehensive reports to support findings of violations of Acts, rules, and procedures. Discusses with licensee management the cited examination violations. Travels to various sites to conduct investigations relating to consumer and other inquiries. Compiles reports relative to findings. Acts as Spanish speaking interpreter.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

IDFPR is a regulatory licensing and enforcement agency that protects the residents of Illinois, ensures the safety and soundness of financial institutions, ensures that competent professionals are licensed to provide services to the public, and enhances commerce in the state for the benefit of all its residents.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Anthony Pasento by Debra Short 1/19/23		<i>Marie Treto Jr</i> B. J. TRETO, JR.	10/25/2022



1. POSITION TITLE		WORKING TITLE (IF ANY)		Bargaining Code	Position Title Option Code	2. POSITION NUMBER				
Existing Position		Patient Advocate Manager								
New/Revised Position		Patient Advocate Liaison		29	SS1	37015-13-40-905-00-01				
3. AGENCY		4. BUREAU/ DIVISION		5 EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE		
Existing Position										
New/Revised Position		Professional Regulation				N				
Financial and Professional Regulation		Professional Regulation		0	016	F M	R			
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE				
Existing Position						09/01/2016				
New/Revised Position		Patient Advocate 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						
State-wide Enforcement		Patient Advocate Program								
14. WORK LOCATION		15. BARGAINING/TERM CODE								Relian Exempt
Existing Position										Y
New/Revised Position		RC063		N						
Cook										
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	Under administrative approval, serves as the Liaison of the Patient Advocate Program responsible for the development and implementation of policy for Patient Advocate Program and advocate to the complainants in actions brought forth under the Medical Practice Act for the Division of Professional Regulation. Directs the Patient Advocate Program through development and administration of statewide policies; provides administrative proceeding information to complainants. Serves as liaison with investigators, attorneys, complainants and witnesses regarding Program issues. Travels to attend meetings and hearings. Serves as the expert technical and medical resource in the role of Patient Advocate Program Coordinator. Serves as Spanish speaking interpreter to Spanish speaking complainants and witnesses.									
25%	1. Serves as the Liaison of the Patient Advocate Program responsible for the development and implementation of policy for Patient Advocate Program and advocate to the complainants in actions brought forth under the Medical Practice Act. Establishes procedures for the effective implementation of the Patient Advocate Program. Develops procedures and reporting forms. Prepares reports outlining activities and process and submits to management periodically.									
15%	2. Develops, administers, and articulates statewide policies for the Department's Patient Advocate Program to assist complainants and witnesses involved in the investigation and prosecution of licensed professions brought under the Medical Practice Act. Determines need for revision of the program and methods of operation; revises and implements new policies, procedures and methods									
15%	3. Provides information to complainants regarding the scope and nature of administrative proceedings in general and the Department's regulatory and enforcement powers under the Medical Practice Act. Communicates with complainants regarding the status of the case instituted against a licensee and responds to complainants' inquiries regarding a case to the extent permitted under the Medical Practice Act, its rules and any other state or federal law. Meets with complainants as needed to explain and reinforce their roles in the process, identifying any concern or need each may have. Assists in arranging meetings between complainants and prosecutors in preparation for hearing.									
15%	4. Serves as liaison with investigators, attorneys, complainants and witnesses to facilitate the scheduling of interviews and testimony at hearings. Confers with investigators and attorneys on the integration of complainants and witnesses in the enforcement process. At the request of prosecutors or investigators, communicates with complainants to encourage cooperation with the Department or to gather additional information, which may enhance Department efforts, including encouraging complainants to provide an impact statement to the Department. Appears at informal conferences, pre-hearings and formal conferences as an advocate for complainants and witnesses.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>[Signature]</i> 39			<i>[Signature]</i>			<i>[Signature]</i>			09/19/16	

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[Signature] 11/16/16

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16. (CONTINUED)

% OF TIME	
10%	5. Translates information and instructions into Spanish for non-English speaking complainants, witnesses and the public. Assists other Department staff by providing translation from English to Spanish and vice versa during meetings, information conferences, pre-hearings, formal conferences, calls, etc. and by translating written correspondence.
10%	6. Serves as primary liaison regarding Patient Advocate Program within the Department as well as to other State, Federal, local agencies, licensees and other interested entities by providing information and explanation of the program, policies and procedures.
5%	7. Attends the Medical Disciplinary Board Meetings and administrative hearings. Attends and participates in internal and external meetings regarding the Patient Advocate Program related matters/issues often of a sensitive and confidential nature.
5%	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.)

Senior Public Service Administrator 40070-13-40-900-00-01	WORKING TITLE (IF ANY)
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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 Incumbent 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, skill and mental development equivalent to completion of four years of college, preferably with courses in business or public administration. Requires three years of responsible administrative experience in a public or business organization. Requires extensive knowledge of the principles and practices of public and business administration. Requires extensive knowledge of the functions of State government and of the character of relationships between the executive branch with the other branches, and between the State and higher and lower levels of government. Requires ability to develop and manage a supportive agency program; to analyze administrative problems and adopt an effective course of action; to develop, install and evaluate new and revised methods, procedures and performance standards; to exercise judgment and discretion in developing, implementing and interpreting departmental policies and procedures; to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services, and to develop and maintain cooperative working relationships; ability to communicate effectively in written and verbal form. Requires the ability to speak and write Spanish fluently at a colloquial skill level. Requires the ability to travel. Prefer college courses in social work and/or sociology.