

# ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly  
April 2024



J.B. Pritzker  
*Governor*

Raymond P. Marchiori  
*Acting Director*

February 22, 2024

Pursuant to the Illinois State Services Assurance Act, seen in 5 ILCS 382/3, the Illinois Department of Employment Security is submitting its FY2024 report on bilingual frontline staff in the Department. The frontline staff is made up of various titles including the following: a Public Service Administrator, Field Office Supervisors, Employment Security Program Representatives, Employment Security Service Representatives, Employment Security Specialists, an Employment Security Tax Auditor, an Executive I, a Hearings Referee, an Office Administrator, an Office Associate, an Unemployment Insurance Adjudicator, an Unemployment Insurance Revenue Analyst, and Unemployment Insurance Special Agents. The language options represented in IDES' State Services Assurances Act report are Chinese, Polish, and Spanish.

5 ILCS 382/3 requires the Department to maintain at least 127 frontline bilingual staff since 2008. Consistent with the requirements of the State Assurances Act, IDES employs 133 bilingual frontline employees in the Department. Therefore, IDES exceeds the requirement of the Act.

With the demand for additional bilingual frontline staff and other language needs increasing across the State of Illinois, IDES is prepared to meet the standard for ensuring effective delivery of essential services. Thus, IDES has been recruiting for and hiring more individuals in bilingual positions and will continue to do so. Due to current language access needs, IDES anticipates its frontline bilingual staff need increasing during the current fiscal year.

As required by the Act, a list of frontline bilingual employees for the period ending January 2024 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,

Raymond P. Marchiori  
Acting Director



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Governor

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<b>NAME</b>	<b>POSITION TITLE</b>	<b>POSITION CODE</b>	<b>LANGUAGE OPTION</b>
Calderon, Ruben	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Cruz, Natalia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Franklin-Reyes, Blanca	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Guillory, Yvette	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Lopez, Marina	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Ramos, Juanita	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Reyna, Fernando	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Szczesiak, Agnieszka	Employment Security Field Office Supervisor (ES FOS)	0013600	POLISH SPEAKING
Talis, Maria	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Valadez, Sylvia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Aguero, Alejandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Andrade, Raul	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Arellano, Mauro	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Arroyo, Dolores	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Avila, Vereniz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Baker, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Barajas Purcell, Albertina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Barrientos, Jasmine	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Bolivar, Cruz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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Cabrejas, Rene	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Castaneda, Karen	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavarria, Miguel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavez, Horacio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cibrian, Ram	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Claudio-Katz, Lillian	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cortez, Guadalupe	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Michael	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Ramiro	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Curran, Adam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Dabrowiecka, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
DeLeon, Antonio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Diaz, Cristal	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Fernandez, Rita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Flores, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Garcia, Maricela	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gomez, Marcial	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gontarz, Aleksandra	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Gutierrez, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Beatriz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING





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Hernandez, Jeannette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Huerta, Bertha	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Illanas, Paul	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Isais, Olga	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Janos, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Khalil, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Lauren	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Leticia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luciano, German	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luevano, Myra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Marquez, Andres	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Araceli	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Efrain	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Medina, Yamilette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Molina, Juanita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montes De Oca, Kevin	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montoya, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Mora, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Muchnick, Leibole	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Munoz, Rafhy	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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Ortiz, Moises	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Pacheco, David	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Pena, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Perez, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Quetell, Hector	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Quezada, Jose	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Ramirez, Claudia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rickard, Sonia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rodriguez, Cynthia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Salinas, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanabria, Luis	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Silva, Guillermo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Soto, Leonor	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Talamantes, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Tiscareno, Claudia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Valentine-Soto, Cristina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Varys, Miriam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Vela, Sergio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Villalobos, Anakaren	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Villegas, Mayra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



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Wilkowska, Jolanta	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Yan, Winnie Kawai	Employment Security Program Representative (ESPR)	0013650	CHINESE SPEAKING
Zamora, Gustavo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Zamora, Jessica	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Almanza, Ralph	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Acosta, Robert	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Amaro, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Anselmo, Gladys	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Cantu, Veronica	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Castellanos, Martha	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Curtis, Pamela	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Garibay, Liliana	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Gomez, Gloria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Gonzalez, Lilia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hernandez, Cristina	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hernandez, Johanna	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hulbert, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Kolotka, Alicia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Medina, Francisco	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Mena, Mario	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



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Ornelas, Rosaura	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Padilla-Tompkins, Leticia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Perez, Luis	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez, Peter	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez-Vargas, Edith	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Regalado, Madel	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Rodriguez, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Salcedo, Sandra	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Smith, Marisol	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Valenzuela, Claudia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Velasquez, Desiree	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Walaszek, Dorota	Employment Security Service Representative (ESSR)	0013667	POLISH SPEAKING
Zendejas, Guadalupe	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Borrero, Isadora	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Gonzalez, Fatima	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Hubbell, Cristina	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Garcia, Gabriela	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
Fabregas, Diana	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Garcia, Velia (Maria)	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Cepeda, Elsa	Employment Security Tax Auditor 2	0013682	SPANISH SPEAKING





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Buenrostro, Kynda	Executive 1	0013851	SPANISH SPEAKING
Hajzl, Luke	Hearings Referee	0018300	SPANISH SPEAKING
Morris (Suarez), Anna	Office Administrator 4	0029994	SPANISH SPEAKING
Moreno, Crystal	Office Associate	0030015	SPANISH SPEAKING
Garcia, Surami	Public Service Administrator	0037015	SPANISH SPEAKING
Ortiz, Rodrigo	Unemployment Insurance Adjudicator 3	0047003	SPANISH SPEAKING
Atilas, Lisette	Unemployment Insurance Revenue Analyst 2	0047082	SPANISH SPEAKING
Deleon, Xavier	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Moran, Gloria	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Magana, Raquel	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Martinez, Jose Felipe	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Morales, Wilson	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Ramirez, Luis	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Santiago, Elvira	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING

<b>PERIOD ENDING 1/31/2024</b>			<b>TOTAL: 133</b>
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**Total number of Bilingual Frontline Staff: 133**

*Chinese: 1*

*Polish: 6*

*Spanish: 126*

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-51-107-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	1	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		08/16/2023				
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
30%	<p>2. Serves as working supervisor</p> <ul style="list-style-type: none"> <li>• Assigns and reviews work</li> <li>• Provides guidance and training to assigned staff</li> <li>• Counsels staff regarding work performance</li> <li>• Reassigns staff to meet day-to-day operating needs</li> <li>• Establishes annual goals and objectives</li> <li>• Approves time off</li> <li>• Prepares and signs performance evaluations</li> </ul>
15%	<p>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</p> <ul style="list-style-type: none"> <li>• Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>• Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs <ul style="list-style-type: none"> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 SS 37015-44-51-107-00-31	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-51-107-10-01	2-5
ESPR, SS	13650-44-51-107-10-31	2-5
ESPR Intermittent, CH	13651-44-51-107-10-21	2-5
ESSR	13667-44-51-107-10-01	2-5
ESPR, CH	13650-44-51-107-10-21	2-5
ESPR Intermittent	13651-44-51-107-10-01	2-5
ESPR Intermittent, SS	13651-44-51-107-10-31	2-5
ESSR, SS	13667-44-51-107-10-31	2-5



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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.
2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-51-107-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	1	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		08/16/2023				
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 W. 18 <sup>th</sup> Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
30%	<p>2. Serves as working supervisor</p> <ul style="list-style-type: none"> <li>• Assigns and reviews work</li> <li>• Provides guidance and training to assigned staff</li> <li>• Counsels staff regarding work performance</li> <li>• Reassigns staff to meet day-to-day operating needs</li> <li>• Establishes annual goals and objectives</li> <li>• Approves time off</li> <li>• Prepares and signs performance evaluations</li> </ul>
15%	<p>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</p> <ul style="list-style-type: none"> <li>• Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>• Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs <ul style="list-style-type: none"> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 SS 37015-44-51-107-00-31	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-51-107-20-01	2-5
ESPR, SS	13650-44-51-107-20-31	2-5
ESPR Intermittent	13651-44-51-107-20-01	2-5
ESSR	13667-44-51-107-20-01	2-5
ESSR, CH	13667-44-51-107-20-21	2-5
ESSR, SS	13667-44-51-107-20-31	2-5

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

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 four (4) years of college with major coursework in the social sciences, public or business administration.
2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS		13600-44-53-105-20-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Field Operations		0	099	1	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH		08/16/2023		
NEW/REVISED POSITION Metro South Region/ Joliet Local Office		Service Unit II		<input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
EXISTING POSITION								
NEW/REVISED POSITION Joliet, Illinois		RC062	N					



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
30%	<p>2. Serves as working supervisor</p> <ul style="list-style-type: none"> <li>• Assigns and reviews work</li> <li>• Provides guidance and training to assigned staff</li> <li>• Counsels staff regarding work performance</li> <li>• Reassigns staff to meet day-to-day operating needs</li> <li>• Establishes annual goals and objectives</li> <li>• Approves time off</li> <li>• Prepares and signs performance evaluations</li> </ul>
15%	<p>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</p> <ul style="list-style-type: none"> <li>• Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>• Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs <ul style="list-style-type: none"> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 37015-44-53-105-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-53-105-20-01	2-5
ES Program Rep Intermittent	13651-44-53-105-20-01	2-5
ES Service Rep	13667-44-53-105-20-01	2-5
ES Service Rep, SS	13667-44-53-105-20-31	2-5

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

Minimum Qualifications

- Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.

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.

2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-54-102-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	101	1	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			08/16/2023			
NEW/REVISED POSITION Northern Region/ Rockford Local Office	Service Unit IV							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Rockford, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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ESPR	13650-44-54-102-40-01	2-5
ESPR, SS	13650-44-54-102-40-31	2-5
ESSR	13667-44-54-102-40-01	2-5
ESSR, SS	13667-44-54-102-40-31	2-5

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3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Rose DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
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**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS		13600-44-54-103-40-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Field Operations		0	016	1	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH		08/16/2023		
NEW/REVISED POSITION Northern Region/ Wheeling Local Office		Service Unit IV		<input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
EXISTING POSITION								
NEW/REVISED POSITION Wheeling, Illinois		RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
30%	<p>2. Serves as working supervisor</p> <ul style="list-style-type: none"> <li>• Assigns and reviews work</li> <li>• Provides guidance and training to assigned staff</li> <li>• Counsels staff regarding work performance</li> <li>• Reassigns staff to meet day-to-day operating needs</li> <li>• Establishes annual goals and objectives</li> <li>• Approves time off</li> <li>• Prepares and signs performance evaluations</li> </ul>
15%	<p>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</p> <ul style="list-style-type: none"> <li>• Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>• Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs <ul style="list-style-type: none"> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 37015-44-54-103-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-54-103-40-01	1
ESSR	13667-44-54-103-40-01	2
ESSR, SS	13667-44-54-103-40-31	1

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

- Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.

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.

2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Rosen-DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-54-107-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	1	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		08/16/2023				
NEW/REVISED POSITION Northern Region/ North Aurora Local Office	Service Unit III	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION North Aurora, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
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05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

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Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-54-107-30-01	2-5
ESPR, SS	13650-44-54-107-30-31	2-5
ESSR	13667-44-54-107-30-01	2-5

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5. One (1) year of supervisory experience, including preparing performance evaluations

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2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Karen DeVaughn by Mark Dawson</i> 1/17/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
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**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-55-108-50-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	1	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		08/16/2023				
NEW/REVISED POSITION Northwest Region/ Peoria Local Office	Service Unit V							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Peoria, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	WORKING TITLE (IF ANY)
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-55-108-50-01	2-5
ESPR, SS	13650-44-55-108-50-31	2-5
ESSR	13667-44-55-108-50-01	2-5
ESSR, SS	13667-44-55-108-50-31	2-5

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

Minimum Qualifications

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2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
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20. CONDITIONS OF EMPLOYMENT

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The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Loren DeVaughn by Mark Dawson</i> 1/17/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-60-101-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	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			08/16/2023			
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section A	Service Unit A-4							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as a Front-Line Programs Supervisor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Plans, directs, monitors, and coordinates the delivery of services to claimants and employers for Unemployment Insurance and Employment Services programs</li> <li>• Monitors reception/intake and IL Labor Exchange system registration to ensure accurate and timely service to clients and resolves any issues</li> <li>• Resolves issues with security tools and/or fraud detection applications, including but not limited to, IL Login and Okta registration</li> <li>• Monitors claims entry for accuracy and timeliness and resolves any issues</li> <li>• Resolves benefit claims and payment issues, including but not limited to, certification errors resulting in nonpayment</li> <li>• Monitors separation and non-separation adjudication cases to ensure they adhere to federal, state and agency timelines and quality guidelines and collaborates with agency staff to resolve issues</li> <li>• Liaises with relevant agency staff regarding job development opportunities for clients</li> <li>• Utilizes agency systems, including but not limited to, the IL Labor Exchange system to monitor job referral for relevance to client skills and experience and investigates and resolves any discrepancies</li> <li>• Establishes and maintains systems to monitor performance against established goals and objectives which affect the administration of Unemployment Insurance and Employment Services and related program services</li> <li>• Conducts timely reviews of key performance indicators in accordance with agency guidelines to monitor production against goals and to identify opportunities for improvement</li> <li>• Plans and implements corrective actions to resolve problems</li> </ul>
30%	<p>2. Serves as working supervisor</p> <ul style="list-style-type: none"> <li>• Assigns and reviews work</li> <li>• Provides guidance and training to assigned staff</li> <li>• Counsels staff regarding work performance</li> <li>• Reassigns staff to meet day-to-day operating needs</li> <li>• Establishes annual goals and objectives</li> <li>• Approves time off</li> <li>• Prepares and signs performance evaluations</li> </ul>
15%	<p>3. Collaborates with the manager in planning, implementation, and evaluation of service delivery of Unemployment Insurance and Employment Services programs at the office level</p> <ul style="list-style-type: none"> <li>• Establishes and maintains service delivery protocols to ensure accurate interpretation and administration of all laws, rules, and policies pertaining to Unemployment Insurance and Employment Services programs</li> <li>• Establishes and maintains systems to monitor the application of sections of the Unemployment Insurance Act related to ensuring the integrity of the administration of services and the timely issuance of all notices and determinations to claimants and employers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Establishes and maintains relationships with external partner agencies to facilitate streamlined Workforce Investment Opportunity Act (WIOA) and other employment services to customers</li> </ul>
10%	4. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including, but not limited to, those of former office staff and close friends or relatives of current staff members
05%	5. Keeps abreast of federal, state and agency laws, rules and policies related to unemployment insurance and employment services programs <ul style="list-style-type: none"> <li>Conducts research on proposed changes to policies and evaluates impact on agency programs</li> <li>Attends and participates in trainings, workshops and seminars, as directed</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt 1 37015-44-60-101-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-101-40-01	3-10
ESPR, SS	13650-44-60-101-40-31	2-5

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

Minimum Qualifications

- Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.

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.

2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	22	PO	13600-44-60-102-30-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	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			08/16/2023			
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section B	Service Unit B-3							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	<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					
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NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	WORKING TITLE (IF ANY)
Public Service Administrator, Opt PO1 37015-44-60-102-00-41	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

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Position Title	Position Number	No. of Incumbents or Funded Vacancies
ESPR	13650-44-60-102-30-01	10-40
ESPR, PO	13650-44-60-102-30-41	2-5

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Minimum Qualifications

- Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.



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2. Requires three (3) years professional experience with employment and unemployment insurance programs.
3. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Eileen DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchionni by JLM</i>	8/16/2023

**Approved Template for Position Title:** IDES Employment Security field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
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EXISTING POSITION								
NEW/REVISED POSITION Employment Security Field Office Supervisor	Front Line Programs Supervisor	29	SS	13600-44-60-102-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	1	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		08/16/2023				
NEW/REVISED POSITION Call Center Operations/ Lombard Call Center – Section B	Service Unit B-4							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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ESPR, SS	13650-44-60-102-40-31	2-5
ESPR Intermittent, SS	13651-44-60-102-40-31	2-5

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Minimum Qualifications

- Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college with major coursework in the social sciences, public or business administration.

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1. Five (5) years of professional experience providing unemployment insurance and employment programs services, including but not limited to, adjudication, claims processing and reemployment services
2. Three (3) years of professional experience utilizing computerized tools and/or software to provide unemployment insurance and employment services to clients
3. Three (3) years of professional experience with a state labor exchange system
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. One (1) year of supervisory experience, including preparing performance evaluations

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Front-Line Programs Supervisor. Responsibilities include planning and directing the delivery of employment and unemployment insurance (UI) program services, monitoring employee performance, and establishing systems to evaluate delivery of program services and resolve issues. This position provides a great opportunity for someone who has a strong knowledge of employment and UI laws and is dedicated to ensuring compliance with the UI Act, Wagner-Peyser requirements, and other related programs. The ideal candidate for this position will have extensive experience with highly complex UI claims, benefit issues, job searches or referrals and separation and nonseparation adjudication cases, as well as supervising staff who provide employment and UI services to claimants and employers. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchioni by JLM</i>	08/16/2023

**Approved Template for Position Title:** IDES Employment Security Field Office Supervisor - 13600  
**Agency:** IDES  
**Date Approved:** 07/05/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 07/05/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Program Representative				29	SS	13650-44-22-300-22-31 <del>13650-44-22-320-21-31</del>				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Service Delivery/ Unemployment Insurance Programs			0	084	2	R	N
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Claims			Special Programs					05/01/2020		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Springfield, IL			RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%	<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p> <p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. J...</i>			CENTRAL MGMT SERVICES BUREAU OF PERSONNEL			<i>Thomas Chan</i> <i>10-2-2020</i>			05/11/2020	

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5/15/2020 TECHNICAL SERVICES



16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.	
05%	6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor <del>13600-44-22-320-20-01</del> 13600-44-22-300-22-01		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR    OR <input type="checkbox"/> LEAD WORKER		
<b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b> If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
	Position Title	No. of Incumbents or Funded Vacancies
	N/A	
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. <b>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.</b>		
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance (UI) Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. <b>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</b>		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-51-101-10-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	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		08/01/2023			
NEW/REVISED POSITION		Chicago Region / Lawrence Local Office		Service Unit I		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION									
NEW/REVISED POSITION		2444 West Lawrence Chicago, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-51-101-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	22	PO		13650-44-51-101-20-41		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	016	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		08/01/2023		
NEW/REVISED POSITION		Chicago Region / Lawrence Local Office		Service Unit II		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		2444 West Lawrence Chicago, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> </ul>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	4.	<p>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	5.	<p>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-20-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Polish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson – Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-51-102-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION							
IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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		12/01/2023			
Chicago Region/ 71 <sup>st</sup> Street Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS			
EXISTING POSITION							
NEW/REVISED POSITION							
Daley College 7500 S. Pulaski, Chicago, IL	RC062	N		<input type="checkbox"/> MC150 LATERAL REALLOCATION			
% OF TIME							

<p>40%</p>	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>20%</p>	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>10%</p>	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p>

	<ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Public Service Administrator, Opt. 1 37015-44-51-102-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-51-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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		08/01/2023				
NEW/REVISED POSITION Chicago Region / 71 <sup>st</sup> Street Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1515 East 71 <sup>st</sup> Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-51-102-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish

**Agency:** IDES

**Date Approved:** 6/28/23

**HRT Approval:** Penny Christian

**Classification Approved By:** Siobhan M. Johnson

**Date Locked:** 06/28/2023

**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER				
EXISTING POSITION									
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	03	CH		13650-44-51-107-10-21			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	016	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		08/01/2023			
NEW/REVISED POSITION		Chicago Region / Pilsen Local Office		Service Unit I		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION									
NEW/REVISED POSITION		1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>	
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>	
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)
Employment Security Field Office Supervisor 13600-44-51-107-10-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		



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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Chinese language at a colloquial skill level in carrying out position duties in conjunction with Chinese speaking clients.

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Chinese in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Chinese  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson – Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-51-107-20-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	016	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		08/01/2023		
NEW/REVISED POSITION		Chicago Region / Pilsen Local Office		Service Unit II		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-51-107-20-31	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-53-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	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		08/01/2023				
NEW/REVISED POSITION Metro South Region / Harvey Local Office	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Harvey, Illinois	RC062	N						



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-53-101-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/4/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish

**Agency:** IDES

**Date Approved:** 6/28/23

**HRT Approval:** Penny Christian

**Classification Approved By:** Siobhan M. Johnson

**Date Locked:** 06/28/2023

**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-53-104-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION							
IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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		12/01/2023			
Metro South Region/ Burbank Local Office		<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					
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION							
Maywood, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

<p>40%</p>	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>20%</p>	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>10%</p>	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p>

	<ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Public Service Administrator, Opt. 1 37015-44-53-104-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.



22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JDM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	SS		13650-44-53-104-20-31			
29								
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	016	2	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 STABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		08/01/2023		
NEW/REVISED POSITION		Metro South Region / Burbank Local Office		Service Unit II		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		Burbank, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-53-104-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-53-105-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	099	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			08/01/2023			
NEW/REVISED POSITION Metro South Region / Joliet Local Office	Service Unit III	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Joliet, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-53-105-30-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-102-01-31		
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION							
IL Department of Employment Security	Service Delivery/ Field Operations	0	056	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		12/01/2023			
Northern Region/ Rockford Local Office							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION							
Woodstock, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

Position # 13650-44-54-102-01-31

40%	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p>

Position # 13650-44-54-102-01-31

	<ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Public Service Administrator, Opt. 1 37015-44-54-102-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-54-102-10-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	101	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		08/01/2023		
NEW/REVISED POSITION		Northern Region / Rockford Local Office		Service Unit I		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		Rockford, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-54-102-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position Employment Security Program Representative				29	SS	13650-44-54-102-20-31 <del>13650-44-54-102-31-31</del>			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	101	2	R	12/18/22 - PNC N
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region/ Rockford Local Office		Service Unit III					12/01/2019		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Rockford IL		RC062		N					
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
25%		<p>Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.</p>							
25%		<p>1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status; provides orientation and clarifies eligibility factors; provides information on available job training and/or educational programs; provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Spanish language to assist clients who request or need interpretive services.</p>							
		<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES). Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.</p>							

RECEIVED

DIRECTOR OF CMS SIGNATURE <i>David J. ...</i>	IMMEDIATE SUPERVISOR SIGNATURE DEC 13 2019	AGENCY HEAD SIGNATURE <i>Thomas Chan</i>	DATE 12/13/2019
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CMS-02 (REV. 09/11) 401-C794  
D. Smith 12/16/19

Per \_\_\_\_\_

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-103-01-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION							
NEW/REVISED POSITION	Service Delivery/ Field Operations		0	049	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		12/01/2023		
Northern Region/ Wheeling Local Office			<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				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION	RC062	N					
Waukegan, Illinois							
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

Position # 13650-44-54-103-01-31



<p>40%</p>	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>20%</p>	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>

10%	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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.)

	<b>WORKING TITLE (IF ANY)</b>
Public Service Administrator, Opt. 1 37015-44-54-103-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

Position # 13650-44-54-103-01-31

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-54-103-20-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	016	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		08/01/2023		
NEW/REVISED POSITION		Northern Region / Wheeling Local Office		Service Unit II		<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		Wheeling, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-54-103-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.



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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	22	PO	13650-44-54-103-30-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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			08/01/2023			
NEW/REVISED POSITION Northern Region / Wheeling Local Office	Service Unit III	<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 Wheeling, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	4.	<p>Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	5.	<p>Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	6.	Establishes and maintains activity reports to demonstrate work activity and detail time charging
05%	7.	Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-103-30-41		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Polish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson – Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-103-50-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	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		08/01/2023				
NEW/REVISED POSITION Northern Region / Wheeling Local Office	Service Unit V	<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 Wheeling, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-54-103-50-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-105-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	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			08/01/2023			
NEW/REVISED POSITION Northern Region / Carpentersville Processing Center	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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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)
Employment Security Field Office Supervisor 13600-44-54-105-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
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**Revised and Relocked on:**



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-54-105-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	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			08/01/2023			
NEW/REVISED POSITION Northern Region / Carpentersville Processing Center	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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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)
Employment Security Field Office Supervisor 13600-44-54-105-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

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

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

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20. CONDITIONS OF EMPLOYMENT

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2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
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6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-54-107-01-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION							
NEW/REVISED POSITION							
IL Department of Employment Security	Service Delivery/ Field Operations		0	022	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		12/01/2023		
Northern Region/ North Aurora Local Office			<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				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION							
Lisle, Illinois	RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

<p>40%</p>	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>20%</p>	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>10%</p>	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p>

	<ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Public Service Administrator, Opt. 1 37015-44-54-107-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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



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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JLM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	SS		13650-44-54-107-30-31			
29								
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	045	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		08/01/2023		
NEW/REVISED POSITION		Northern Region / North Aurora Local Office		Service Unit III		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		North Aurora, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-54-107-30-31	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/26/23</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-103-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	050	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			08/01/2023			
NEW/REVISED POSITION Northwest Region / Ottawa Local Office	Service Unit I	<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 Ottawa, Illinois	RC062	N						



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-55-103-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVraughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-104-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	081	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		08/01/2023				
NEW/REVISED POSITION Northwest Region / Rock Island Local Office	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Rock Island, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-55-104-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/2/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-55-106-10-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	098	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		08/01/2023		
NEW/REVISED POSITION		Northwest Region / Sterling Local Office		Service Unit I		<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		Sterling, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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

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Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeRaughn by Debra Short 1/5/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

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**Agency:** IDES  
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EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-108-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	072	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		08/01/2023				
NEW/REVISED POSITION Northwest Region / Peoria Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Peoria, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-55-108-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/5/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-55-108-50-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	072	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		08/01/2023		
NEW/REVISED POSITION		Northwest Region / Peoria Local Office		Service Unit V		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION		Peoria, Illinois	RC062	N				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-55-108-50-31	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/5/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
Employment Security Program Representative	Employment Service Program Representative	29	SS		13650-44-55-116-01-31		
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION							
NEW/REVISED POSITION	Service Delivery/ Field Operations		0	092	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		12/01/2023		
Northwest Region/ Champaign Local Office			<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				
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION	RC062	N					
Danville, Illinois							
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS						

<p>40%</p>	<p>1. Under general supervision, for an assigned area, serves as an Employment Service Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assists clients with various programs and services offered by IDES and partner agencies</li> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>20%</p>	<p>2. Assesses and addresses client Unemployment Insurance (UI), Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) service needs</p> <ul style="list-style-type: none"> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status Provides orientation and clarifies eligibility factors</li> <li>• Assesses UI eligibility for Reemployment Services and Eligibility Assessment (RESEA) participants</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
<p>10%</p>	<p>3. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p>

	<ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeal when appropriate</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Services (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Public Service Administrator, Opt. 1 37015-44-55-116-00-01	Unemployment and Employment Local Operations Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Employment Services Program Representative. Responsibilities include providing employment services, such as assistance registering in and utilizing the IL Labor Exchange System, assistance with searching and applying for employment, and referrals to jobs and supportive services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to the Wagner-Peyser Act and the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to supporting individuals in their employment efforts. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/27/23</i>		<i>Raymond Marchioni by JDM</i>	11/29/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-55-116-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	010	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		08/01/2023				
NEW/REVISED POSITION Northwest Region / Champaign Local Office	Service Unit I							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Champaign, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-55-116-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.



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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/5/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-57-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	041	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		08/01/2023				
NEW/REVISED POSITION Southern Region / Mount Vernon Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Mount Vernon, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-57-102-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/8/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-57-117-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	084	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			08/01/2023			
NEW/REVISED POSITION Southern Region / Springfield Local Office	Service Unit I	<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 Springfield, Illinois	RC062	N						



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
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**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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			08/01/2023			
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-1	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-60-101-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.



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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	22	PO	13650-44-60-101-10-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-1							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION					
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
	<ul style="list-style-type: none"> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>	
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>	
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>	
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)
Employment Security Field Office Supervisor 13600-44-60-101-10-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Polish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** *Siobhan M. Johnson – Division Manager – Technical Services*  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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			08/01/2023			
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-2	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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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)
Employment Security Field Office Supervisor 13600-44-60-101-20-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

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

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2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

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3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish

**Agency:** IDES

**Date Approved:** 6/28/23

**HRT Approval:** Penny Christian

**Classification Approved By:** Siobhan M. Johnson

**Date Locked:** 06/28/2023

**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-30-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-3	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-60-101-30-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**



1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-101-40-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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			08/01/2023			
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section A	Service Unit A-4	<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						
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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	WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-60-101-40-31	Front Line Programs Supervisor

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

Supervisor     Lead Worker

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeRaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
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EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-102-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	022	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			08/01/2023			
NEW/REVISED POSITION Call Center Operations / Lombard Call Ctr – Section B	Service Unit B-1	<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						
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NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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Position Title	Position Number	No. of Incumbents or Funded Vacancies
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The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish

**Agency:** IDES

**Date Approved:** 6/28/23

**HRT Approval:** Penny Christian

**Classification Approved By:** Siobhan M. Johnson

**Date Locked:** 06/28/2023

**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Program Representative	Program Representative	29	SS	13650-44-60-121-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	081	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		08/01/2023				
NEW/REVISED POSITION Call Center Operations / Rock Island Call Center	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Rock Island, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
20%	<p>3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies</p> <ul style="list-style-type: none"> <li>• Assists or registers job seekers and employers using the IL Labor Exchange system</li> <li>• Assesses, researches and selects client skills</li> <li>• Refers clients to training programs or employers and hiring fairs for job interviews</li> <li>• Selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers</li> <li>• Trains clients to use and interpret self-assessment vocational exploration tools</li> <li>• Provides clients with information regarding training programs or selected jobs and job interview procedures</li> <li>• Follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals</li> <li>• Verifies and records placements</li> <li>• As directed, solicits job opportunities</li> <li>• Assists with the planning, recruitment, and execution of hiring fairs</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral</p> <ul style="list-style-type: none"> <li>• Refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff</li> <li>• Conducts employment workshops to enhance client employability</li> <li>• Assists clients with registration and claims</li> <li>• Processes data from file construction and maintenance for all relevant Illinois Department of Employment Security (IDES) automated data files</li> <li>• Extracts and utilizes data</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13600-44-60-121-10-01	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skills and mental development equivalent to four (4) years of college with academic background in social/behavioral sciences or business; **OR**

Requires two (2) years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two (2) years college credits completed with passing grades in social/behavioral sciences or business; **OR**

Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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 class.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Program Representative. Responsibilities include providing services related to unemployment insurance benefits, such as determining unemployment insurance claims eligibility, and providing employment services. This position provides a great opportunity for someone who has a strong knowledge of federal and state laws pertaining to employment and Unemployment Insurance (UI) eligibility and is dedicated to ensuring UI benefit accuracy. The ideal candidate for this position will have excellent organizational skills and have experience assisting clients in an employment service program, social service program or related area providing employment, human resource development or social welfare services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 1/9/24</i>		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Employment Security Program Representative	Program Representative	29	SS		13650-44-60-130-20-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		IL Department of Employment Security		Service Delivery/ Field Operations	0	084	2	R
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					<input type="checkbox"/> MA021 STABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY		08/01/2023	
NEW/REVISED POSITION		Call Center Operations / Springfield Call Center			Service Unit II			
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
EXISTING POSITION								
NEW/REVISED POSITION		Springfield, Illinois	RC062		N			



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>1. Under general supervision, for an assigned area, serves as a Program Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs</li> <li>• Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment</li> <li>• Conducts benefit rights interviews with clients to determine unemployment insurance claims monetary and nonmonetary eligibility and discern employment history and work status</li> <li>• Provides orientation and clarifies eligibility factors</li> <li>• Provides information on available job training and/or educational programs</li> <li>• Provides information on the use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment</li> <li>• Assists in the formation of work search action plan and reviews for compliance</li> <li>• Explains client rights and responsibilities as they pertain to benefits programs</li> <li>• Provides orientation and federally mandated services for the Reemployment Services and Eligibility Assessment (RESEA) program</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
25%	<p>2. Performs functions related to receipt, review, entry, analysis and resolution of all types of routine, complex and special claims on benefit entitlement programs administered by the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Loads and extracts claims data using automated systems including but not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and GenTax</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
10%	<p>4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims</p> <ul style="list-style-type: none"> <li>• Investigates, researches, and explains case disposition</li> <li>• Provides written determinations</li> <li>• Conducts reconsidered determinations and accepts appeals</li> <li>• As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office</li> </ul>
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05%	<p>6. Establishes and maintains activity reports to demonstrate work activity and detail time charging</p>
05%	<p>7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
Employment Security Field Office Supervisor 13650-44-60-130-20-31	Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

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Requires four (4) years (6,000 work hours) as a department intermittent staff member.

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2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Eileen DeVaughn by Mark Dawson</i> 1/16/2024		<i>Raymond Marchioni by JLM</i>	08/01/2023

**Approved Template for Position Title:** Employment Security Program Representative – 13650 - Spanish  
**Agency:** IDES  
**Date Approved:** 6/28/23  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Siobhan M. Johnson  
**Date Locked:** 06/28/2023  
**Locked by:** Siobhan M. Johnson, Division Manager – Technical Services  
**Revised and Relocked on:**



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER <i>13667-44-03-100-00-32</i> <del>13667-44-03-110-10-32</del>				
New/Revised Position Employment Security Service Rep				29	SS					
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE 11/16/22 - PNC
New/Revised Position IL Department of Employment Security			Legal Services/ Board of Review			0	016	Y	R	
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE 10/16/2013		
New/Revised Position Case Management						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE		Rutan Exempt					
New/Revised Position 33 S. State Street Chicago, IL 60603			RC062		N					

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

RECEIVED

NOV 07 2013

Bv \_\_\_\_\_

AGENCY HEAD SIGNATURE

*[Signature]* 10

DATE

10/30/2013

DIRECTOR OF CMS SIGNATURE

*[Signature]*  
12-313

IMMEDIATE SUPERVISOR SIGNATURE

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

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Rep	Unemployment Insurance (UI) Appeals Analyst	29	SS		13667-44-08-400-10-32 <del>13667-44-08-410-10-32</del>			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Dept of Employment Security	Legal Services/ Appeals	0	016	2	R	11/16/22 PNC		
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		08/16/2022				
NEW/REVISED POSITION Administration/Case Management		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
35%	<p>1. Under general direction, serves as an Unemployment Insurance (UI) Appeals Analyst for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs highly complex analytical and adjudication related duties involved in reviewing and/or processing Unemployment Insurance (UI) appeals cases received by the IDES Appeals Division under the provisions of the Illinois UI Act and in compliance with federal and state statutory provisions, rules, regulations and requirements</li> <li>• Reviews case files for complete and accurate documentation prior to appeals hearings</li> <li>• Analyzes documentation, including but not limited to a review of hearing requests and all associated correspondence from claimants, employers and other interested parties filed and/or sent to Hearings Referees, the Appeals Division or at a Local Office</li> <li>• Uploads documentation into computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Reviews all pertinent documentation for completeness and accuracy, including but not limited to, appellant and appellee letters and documents, Local Office determinations, employer protests, adjudication histories and IBIS guided interview summaries in accordance with Agency policies, procedures and guidelines</li> <li>• Requests additional or corrected information from relevant sources and processes all documents and documentation within agency specified timeframe</li> <li>• Identifies issues, monitors to ensure all issues are stated on notices and determines if timely appeal has been filed</li> <li>• Obtains information in unemployment claims from claimants, employers and other sources</li> <li>• Analyzes findings, including any discrepancies and takes relevant action based an agency policies, procedures and guidelines</li> </ul>
35%	<p>2. Responds to inquiries regarding appeals status and provides information and assistance in person, by telephone and via email to employers, claimants and their authorized representatives and other interested parties regarding appeals and documents received in the Appeals Division</p> <ul style="list-style-type: none"> <li>• Explains the appeals process and aspects of the Unemployment Insurance (UI) Act to promote understanding of rights and issues to be resolved</li> <li>• Collaborates with Appeals staff to create appeals files for in-office viewing by parties</li> <li>• Researches case processing issues</li> <li>• Accesses pertinent information systems including but not limited to the Illinois Benefit Information System (IBIS) and GenTax to input and/or retrieve UI adjudication and other case related information</li> <li>• Responds to internal and external inquiries relating to appeals process and problem resolution of cases for the Appeals Division</li> <li>• Determines relevant course of action and resolves issues</li> <li>• Refers complex issues to supervisor</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<p>3. Conducts critical analyses of appeals cases</p>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Researches both electronic and paper case files for appeals received in the Appeals Division utilizing systems including but not limited to Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Investigates timeliness of protests</li> <li>• Gathers and analyzes information on wages, benefits and other adjudication related matters to determine timeliness and relevance to the case</li> <li>• Explains findings to Appeals Division Hearings Referees and Management</li> <li>• Performs special projects as directed</li> <li>• Compiles data and prepares reports</li> </ul>
05%	4. Keeps abreast of new developments related to Unemployment Insurance (UI) appeals <ul style="list-style-type: none"> <li>• Attends meetings, training, seminars and conferences</li> <li>• Travels to perform these duties</li> </ul>
05%	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt. 1 37015-44-08-400-00-01	

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and (1) year as a full-time professional employee with the Illinois Department of Employment Security; OR

Requires five (5) years professional experience in personnel administration, or business ownership management or operation.

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.

2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance (UI) laws to determine benefit eligibility and employer liability
2. Two (2) years of experience adjudicating complex unemployment insurance (UI) benefit claims issues
3. Experience utilizing tax software to examine financial records, examples of applicable tax software systems include but are not limited to: Gen Tax and MyTax Illinois
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
5. Professional experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences

20. CONDITIONS OF EMPLOYMENT

1. Requires the ability to travel occasionally, including overnight stays
2. Requires an Illinois State Police background check and self-disclosure of any criminal history

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Unemployment Insurance (UI) Appeals Analyst. Responsibilities include performing highly complex analytical and adjudication related duties involved in UI appeals cases, responding to inquiries regarding appeals status and the appeals process, and conducting critical analyses of appeals cases. This position provides a great opportunity for someone who has a strong knowledge of complex UI adjudication and is dedicated to ensuring compliance with the Illinois UI Act and related federal and state statutory provisions, rules, regulations, and requirements. The ideal candidate for this position will have extensive experience analyzing UI adjudication and related documentation as it relates to appeals cases, documenting findings, and determining relevant courses of action to resolve issues. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Anthony Pascente by Penny Christian</i> 12/20/2022		<i>Kristin Richards</i>	08/26/2022

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-101-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	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			09/01/2023			
NEW/REVISED POSITION Chicago Region/ Lawrence Local Office	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>• Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>• Makes multi-claimant decisions</li> <li>• Investigates, researches and explains case dispositions to clients</li> <li>• Provides written determinations</li> <li>• Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>• As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-10-01
Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

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. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchioni by JLM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)  
**Agency:** IDES  
**Date Approved:** 8/15/2023  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 8/23/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	22	PO	13667-44-51-101-20-41				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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		09/01/2023				
NEW/REVISED POSITION Chicago Region/ Lawrence Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 2444 West Lawrence Chicago, Illinois	RC062	N						



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>• Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>• Makes multi-claimant decisions</li> <li>• Investigates, researches and explains case dispositions to clients</li> <li>• Provides written determinations</li> <li>• Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>• As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-101-20-01
Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.

Preferred Qualifications (In Order of Significance)

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. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Polish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Polish (13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-102-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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			09/01/2023			
NEW/REVISED POSITION Chicago Region/ 71 <sup>st</sup> Street Local Office	Service Unit II	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1515 East 71 <sup>st</sup> Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>• Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>• Makes multi-claimant decisions</li> <li>• Investigates, researches and explains case dispositions to clients</li> <li>• Provides written determinations</li> <li>• Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>• As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-102-20-01
Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

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. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

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**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 10/29/23</i>		<i>Raymond Marchioni by JLM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)  
**Agency:** IDES  
**Date Approved:** 8/15/2023  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 8/23/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-107-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	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			09/01/2023			
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION 1700 West 18 <sup>th</sup> Street Chicago, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>• Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>• Makes multi-claimant decisions</li> <li>• Investigates, researches and explains case dispositions to clients</li> <li>• Provides written determinations</li> <li>• Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>• As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
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	<ul style="list-style-type: none"> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
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WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-51-107-10-31
Front Line Programs Supervisor

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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1. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 11/14/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)  
**Agency:** IDES  
**Date Approved:** 8/15/2023  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 8/23/2023  
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**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-51-107-20-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	016	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			09/01/2023			
NEW/REVISED POSITION Chicago Region/ Pilsen Local Office	Service Unit II	<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						
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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 11/14/23</i>		<i>Raymond Marchioni by JLM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)  
**Agency:** IDES  
**Date Approved:** 8/15/2023  
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EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-53-101-30-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	016	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		09/01/2023	
NEW/REVISED POSITION					<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			
Metro South Region/ Harvey Local Office		Service Unit III						
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
Harvey, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

<b>% OF TIME</b>	<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS</b>	
25%	2. Establishes, maintains and/or prepares activity records and reports	<ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	3. Conducts reconsidered determinations and accepts appeals	<ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services	<ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs	<ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER 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.)		
		<b>WORKING TITLE (IF ANY)</b>
Employment Security Field Office Supervisor 13600-44-53-101-30-01		Front Line Programs Supervisor

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
N/A		

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
- Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
- Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
- Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**



1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-53-104-20-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	016	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		09/01/2023	
NEW/REVISED POSITION					<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			
Metro South Region/ Burbank Local Office		Service Unit II						
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
Burbank, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

<b>% OF TIME</b>	<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS</b>	
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>	
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>	
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>	
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p> <ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>	
05%	<p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>	
<p><b>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.)</b></p>		
		<b>WORKING TITLE (IF ANY)</b>
Employment Security Field Office Supervisor 13600-44-53-104-20-01		Front Line Programs Supervisor
<p><b>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</b></p>		
<p><input type="checkbox"/> Supervisor    <input type="checkbox"/> Lead Worker</p>		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
- Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
- Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
- Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-53-104-30-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	016	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		09/01/2023	
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Metro South Region/ Burbank Local Office		Service Unit III						
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
Burbank, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
25%	2. Establishes, maintains and/or prepares activity records and reports	<ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
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		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-104-30-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

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Minimum Qualifications

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

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NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-53-105-20-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	099	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		09/01/2023	
NEW/REVISED POSITION					<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			
Metro South Region/ Joliet Local Office		Service Unit II						
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
Joliet, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
25%	2. Establishes, maintains and/or prepares activity records and reports <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>	
10%	3. Conducts reconsidered determinations and accepts appeals <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>	
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>	
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs <ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>	
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-53-105-20-31		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS		13667-44-54-102-30-31		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	101	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		09/01/2023	
NEW/REVISED POSITION					<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Northern Region/ Rockford Local Office		Service Unit II						
14. WORK LOCATION		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
Rockford, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
25%	2. Establishes, maintains and/or prepares activity records and reports	<ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	3. Conducts reconsidered determinations and accepts appeals	<ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services	<ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs	<ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
Employment Security Field Office Supervisor 13600-44-54-102-30-01		Front Line Programs Supervisor
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		

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

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
- Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
- Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
- Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/14/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Employment Security Service Representative	Service Representative	29	SS	13667-44-54-105-10-31				
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Field Operations	0	045	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			09/01/2023			
NEW/REVISED POSITION Northern Region/ Carpentersville Processing Center	Service Unit I	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION						
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Carpentersville, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>• Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>• Makes multi-claimant decisions</li> <li>• Investigates, researches and explains case dispositions to clients</li> <li>• Provides written determinations</li> <li>• Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>• As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Employment Security Field Office Supervisor 13600-44-54-105-10-01	WORKING TITLE (IF ANY)
	Front Line Programs Supervisor

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
N/A		

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

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. Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
2. Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
3. Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
4. Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)  
**Agency:** IDES  
**Date Approved:** 8/15/2023  
**HRT Approval:** Penny Christian  
**Classification Approved By:** Chris Nickols  
**Date Locked:** 8/23/2023  
**Locked by:** Chris Nickols  
**Revised and Relocked on:**

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-54-107-10-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	045	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		09/01/2023	
NEW/REVISED POSITION					<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Northern Region/ North Aurora Local Office		Service Unit I						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
North Aurora, Illinois		RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	<p>4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services</p> <ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p> <ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	<p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>
<p>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.)</p>	
<p>WORKING TITLE (IF ANY)</p>	
<p>Employment Security Field Office Supervisor 13600-44-54-107-10-01</p>	<p>Front Line Programs Supervisor</p>

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
N/A		

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
- Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
- Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
- Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
6. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Service Representative. This position will adjudicate complex monetary and nonmonetary unemployment insurance (UI) benefit claims issues and perform more complex employment service and job placement functions under provision of federal and/or state Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation. Responsibilities include adjudicating monetary and nonmonetary benefit claims issues, making multi-claimant decisions, and providing recommendations to address employment and unemployment related issues, including referrals for employers and job seekers to relevant agency staff and/or external programs. This position provides a great opportunity for someone who has a strong knowledge of Unemployment Insurance, Wagner-Peyser, and Workforce Investment legislation and is dedicated to delivering effective employment and unemployment insurance services. The ideal candidate for this position will have excellent organizational skills and extensive experience performing UI benefit claim adjudication and providing job placement services. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION		Service Representative		29	SS		13667-44-54-107-20-31		
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION		Service Delivery/ Field Operations			0	045	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		09/01/2023		
NEW/REVISED POSITION		Service Unit II			<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION		RC062		N					
North Aurora, Illinois									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>								

<b>% OF TIME</b>	<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS</b>	
25%	2. Establishes, maintains and/or prepares activity records and reports	<ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	3. Conducts reconsidered determinations and accepts appeals	<ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
10%	4. Assesses job seeker client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services	<ul style="list-style-type: none"> <li>• Interviews job seekers, taking or updating work history</li> <li>• Selects suitable job openings as listed in job order records or available through automated files</li> <li>• Provides clients with information regarding selected jobs and job interviewing procedures</li> <li>• Verifies and records placements</li> </ul>
10%	5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs	<ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
Employment Security Field Office Supervisor 13600-44-54-107-20-01		<b>WORKING TITLE (IF ANY)</b> Front Line Programs Supervisor



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
N/A		

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

Minimum Qualifications

- Requires knowledge, skill and mental development equivalent to the completion of four (4) years of college with academic background in the social/behavioral sciences or business/personnel administration and one year as a full-time professional employee with the Illinois Department of Employment Security; **OR**  
  
Requires five (5) years professional experience in personnel administration or business ownership management or operation.
- Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

- Two (2) years of experience adjudicating unemployment insurance (UI) benefit claims issues, including but not limited to providing eligibility determinations for claims, conducting reconsidered determinations and accepting appeals
- Two (2) years of experience investigating, researching and explaining unemployment insurance (UI) case dispositions, including but not limited to providing written determinations
- Two (2) years of experience requiring thorough knowledge of both employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with federal and state statutory provisions, rules, regulations and requirements
- Two (2) years of experience providing employment services, including but not limited to determining work search plans and utilizing vocational counseling techniques
- Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

**20. CONDITIONS OF EMPLOYMENT**

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to utilize Spanish in the performance of all duties.
3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
4. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
5. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
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**22. ABOUT THE AGENCY/BUREAU/PROGRAM**

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
Employment Security Service Representative		Service Representative	29	SS	13667-44-55-108-10-31			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IL Department of Employment Security		Service Delivery/ Field Operations		0	072	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		09/01/2023	
NEW/REVISED POSITION					<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Northwest Region/ Peoria Local Office		Service Unit I						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
Peoria, Illinois		RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
40%	<p>1. Under general direction, for an assigned area, serves as a Service Representative for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements</li> <li>Adjudicates monetary and nonmonetary benefit claims issues, including but not limited to interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims</li> <li>Makes multi-claimant decisions</li> <li>Investigates, researches and explains case dispositions to clients</li> <li>Provides written determinations</li> <li>Meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook</li> <li>As directed, travels to worksites in the service delivery area to perform assigned duties</li> </ul>							

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
25%	<p>2. Establishes, maintains and/or prepares activity records and reports</p> <ul style="list-style-type: none"> <li>• Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases</li> <li>• Loads and extracts data related to job placements, claims and/or adjudication issues using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager</li> <li>• Monitors system performance and makes service efficiency assessments and recommendations to supervisor or manager</li> </ul>
10%	<p>3. Conducts reconsidered determinations and accepts appeals</p> <ul style="list-style-type: none"> <li>• Hears, considers and adjudicates requests for reconsideration for monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act</li> <li>• Explains client rights and responsibilities as they pertain to benefit programs</li> </ul>
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10%	<p>5. Determines client Unemployment Insurance and/or Wagner-Peyser related needs</p> <ul style="list-style-type: none"> <li>• Provides recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and/or providing information on available training and education programs</li> </ul>
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<p>WORKING TITLE (IF ANY)</p>	
<p>Employment Security Field Office Supervisor 13600-44-55-108-10-01</p>	<p>Front Line Programs Supervisor</p>

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Position Title	Position Number	No. of Incumbents or Funded Vacancies
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Requires five (5) years professional experience in personnel administration or business ownership management or operation.
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3. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 12/20/23</i>		<i>Raymond Marchioni by JDM</i>	09/01/2023

**Approved Template for Position Title:** Employment Security Service Representative Spanish(13667)

**Agency:** IDES

**Date Approved:** 8/15/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/23/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**





1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-31 13671-44-40-220-20-31				
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Business Services			0	072	Y	R	11/16/22 - PNC
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Intra-Agency Coordination			Migrant and Seasonal Farm Worker (MSFW) Program					02/16/2019		
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE			Rutan Exempt		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
New/Revised Position Peoria, IL			RC062			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.									
20%	2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.									
15%	3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services									
15%	4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. Jank</i> 27						<i>Jeffrey D. Maye</i>			02/22/2019	

*James Jank 3-26-19*

MAR 26 2019

BY: \_\_\_\_\_

16. (CONTINUED)

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

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

37015-44-40-200-20-31	WORKING TITLE (IF ANY)
PSA <del>37015-44-40-220-00-31</del>	

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

SUPERVISOR    OR     LEAD WORKER

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

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

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

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

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



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position <b>Employment Security Specialist 1</b>				29	SS	<b>13671-44-40-200-20-33</b> <del>13671-44-40-220-40-31</del>				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AM AUTH	8. AUDIT	9. OFFICE USE
Existing Position							041			
New/Revised Position <b>IL Department of Employment Security</b>			<b>Business Services</b>			0	<b>082</b>	Y	R	05/16/2019 - update to county 11/16/22 - PNC
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								02/16/2019		
New/Revised Position <b>Intra-Agency Coordination</b>			<b>Migrant and Seasonal Farm Worker (MSFW) Program</b>			<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position <b>Mount Vernon, IL - Belleville, IL</b>			<b>RC062</b>		<b>N</b>					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
25%	<p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Worker (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
20%	<p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p>									
15%	<p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p>									
15%	<p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i> 27			<i>[Signature]</i>			<i>[Signature]</i>			02/22/2019	

*[Handwritten signature]* 3-26-19

MAR 26 2019

16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Worker (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
37015-44-40-200-20-31 PSA <del>37015-44-40-220-00-31</del>		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR    OR <input type="checkbox"/> LEAD WORKER  <b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b> If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. <b>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.</b>		
Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.		



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
New/Revised Position Employment Security Specialist 1				29	SS	13671-44-40-200-20-36 <del>13671-44-40-220-70-31</del>			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AD AUTH	8. AUDIT	9. OFFICE USE
Existing Position									11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Business Services			0	045	2	R	N
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position							02/01/2020		
New/Revised Position Intra-Agency Coordination		Migrant and Seasonal Farm Workers (MSFW) Program			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position									
New/Revised Position North Aurora, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general supervision, provides information and guidance concerning the Migrant and Seasonal Farm Workers (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for the Illinois Department of Employment Security (IDES). Travels to conduct frequent field visits to working and living areas to offer and verify employment services and job contract compliance. Provides assistance and guidance to community and State agencies. Enters job orders and services; provides information and referrals for services related to MSFW, H-2A and H-2B programs. Establishes and maintains various reports; maintains and monitors files; develops systems to organize reports. Attends community and hiring events. Makes recommendations for program improvements to statewide Monitor Advocate. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%	<p>1. Provides information and guidance concerning the Migrant and Seasonal Farm Workers (MSFW) program, H-2A Temporary Agricultural Workers (H-2A) program and H-2B Temporary Non-Agricultural Workers (H-2B) program for IDES. Explains rules, regulations, policies and procedures pertaining to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Provides information and assistance to notify individuals of available MSFW, H-2A and H-2B program services and resources and other state and/or federal assistance available to temporary workers, including but not limited to food stamps and Medicare. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%	<p>2. Travels to conduct frequent field visits to working and living areas of farm workers and/or agricultural workers and other migrant workers to offer and verify employment services and job contract compliance; conducts random field checks and housing inspections in adherence to related state and federal guidelines. Coordinates and executes field-work screenings. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
15%	<p>3. Provides assistance and guidance to community and State agencies regarding MSFW, H-2A and H-2B programs by explaining program rules, regulations, policies and procedures. Responds to inquiries via email, in person, by phone and/or during field visits. Reviews and provides interpretation of state and federal guidelines related to the MSFW, H-2A and H-2B programs. Utilizes Spanish language to assist clients who request or need interpretive services</p>								
15%	<p>4. Utilizing word processing, spreadsheet and database management software, establishes and maintains various reports, including but not limited to reports of outreach activities, and logs complaints from employers, employees and other interested parties. Prepares reports from findings and makes recommendations for program improvements to statewide Monitor Advocate.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE
<i>Janet Jank</i>			<i>Thomas Chan</i>			<i>Thomas Chan</i>			02/05/2020

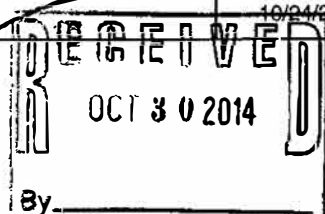
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16. (CONTINUED)		
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)		
10%	5. Using the Illinois Labor Exchange system, enters job orders and services relevant to Migrant and Seasonal Farm Workers (MSFW), H-2A Temporary Agricultural Workers (H-2A) and H-2B Temporary Non-Agricultural Workers (H-2B) programs; maintains and monitors related files; develops systems to organize related reports. Provides information and referrals for services related to MSFW, H-2A and H-2B programs to employers, employees, community groups and other interested parties. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	6. Travels to attend community and hiring events for clients eligible for MSFW, H-2A and H-2B programs, including but not limited to employer orientations. Provides information to promote Illinois Department of Employment Security (IDES) employment related services and unemployment insurance program services. Utilizes Spanish language to assist clients who request or need interpretive services.	
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
<p style="color: blue; margin: 0;"><b>37015-44-40-220-20-31</b></p> <p>PSA <del>37015-44-40-220-00-34</del></p>		WORKING TITLE (IF ANY)
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR    OR <input type="checkbox"/> LEAD WORKER		
<p><b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b></p> <p>If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:</p>		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. <b>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.</b>		
<p>Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in the social sciences; or requires four years of work experience in program research evaluation or design with two of the years at the professional level. Requires working knowledge of IDES bureau programs, service goals, activities and operational systems in area of responsibility, including but not limited to the Illinois Labor Exchange system. Requires the ability to effectively communicate ideas, both orally and in written form; organize and analyze pertinent data and/or information and prepare reports using narrative and/or statistical formats; and to use a personal computer with related software programs, including but not limited to email, word processing, spreadsheet and database management software. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients. Requires possession of an appropriate valid driver's license. Requires ability to travel.</p>		



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 13672-44-13-570-10-32-			
New/Revised Position Employment Security Specialist 2				29	SS	13672-44-22-500-40-31 13672-44-22-540-10-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION Administration			5. EXMT CODE	6. WORK COUNTY	7. AA AUTH	8. AUDIT	9. OFFICE USE 11/16/22 - PNC
New/Revised Position IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs			0	016	Y	R	
10. SECTION Existing Position QACR/Benefit Payment Control		11. UNIT New Hire Unit			12. TRANSACTION CODE		13. EFFECTIVE DATE 10/01/2014		
New/Revised Position Benefit Payment Control					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt					
New/Revised Position Chicago, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction of the New Hire program manager, performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Interprets rules and regulations; provides technical assistance to employers; using a personal computer, reviews and analyzes employer reports; establish and maintain new hire reporting system. Makes recommendations to New Hire manager for program improvements. Provides interpretative services for Spanish speaking clients.</p>								
35%	1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Reviews and analyzes employer new hire report submissions to monitor Unemployment Insurance benefits paid to claimants with unreported employment earnings.								
25%	2. Using the Spanish language when necessary, provides technical assistance and guidance to employers regarding New Hire reporting instructions. Explains program rules, regulations, policies and procedures. Responds to inquiries; as requested, drafts responses and submits to manager for review. Reviews and provides interpretation of state and federal guidelines related to the program. Works with employers and New Hire program manager regarding the implementation of program procedures.								
20%	3. Establishes and maintains new hire reporting system utilizing word processing, spreadsheet and database management software. Maintains and monitors files, develops system to organize statewide New Hire reports.								
15%	4. Performs evaluation studies on existing New Hire processes; reviews, analyzes and evaluates new hire reporting procedures, ensuring adherence to state and federal guidelines. Participates in preparing reports from findings, makes recommendations of program improvements to New Hire manager to contribute to effectiveness of process.								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Senora McKee</i>		<i>Debra J. Saut</i>			<i>[Signature]</i>			10/24/2014	



16. (CONTINUED)

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

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

37015-44-22-500-40-01	WORKING TITLE (IF ANY)
PSA, Opt 1 <del>37015-44-22-540-00-01</del>	

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

SUPERVISOR    OR     LEAD WORKER

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

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

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

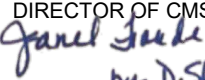

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. **NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION"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

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





POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13673-44-51-220-00-31 <del>13673-44-51-220-10-31</del>				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
Existing Position										12/16/22 - PNC
New/Revised Position			Service Delivery/ Field Operations			0	016	2	R	N
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								11/01/2021		
New/Revised Position			Employment Services			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
Chicago, IL										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.</p>									
25%	<p>1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.</p>									
20%	<p>2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.</p>									
15%	<p>3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 by D. Skout 11/10/21									11/04/2021	

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

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

PSA, Opt. 1 37015-44-51-220-00-01	WORKING TITLE (IF ANY)
	Employment Services (ES) Program Manager

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

SUPERVISOR    OR     LEAD WORKER

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

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

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

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

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

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

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE —	POSITION TITLE OPTION CODE —	2. POSITION NUMBER 13673-44-54-220-10-01-----			
New/Revised Position Employment Security Specialist 3				29	SS	13673-44-54-220-00-31 <del>13673-44-54-220-10-34</del>			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Service Delivery/ Field Operations			0	045	Y	R	2/16/19 - Update to work loc. 12/16/22 - PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Northern Region		Employment Services					10/01/2016		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Aurora, IL--- North Aurora, IL		RC062		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction, independently performs advanced professional functions for the Employment Services (ES) Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of various federally funded Employment Service programs; ensures compliance with related regulations and agency goals. Conducts training for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers and to provide guidance to employers regarding the planning and implementation of workforce recruitment procedures; organize and develop guidelines and procedures to develop positive relations with employers. Prepares reports and recommendations on findings to Regional ES Program Manager. Provides interpretive services for Spanish speaking clients.</p>								
25%	<p>1. Independently performs advanced professional functions for the Employment Services Program for an assigned region. Initiates, plans, develops and organizes guidelines and procedures for the implementation and provision of Employment Service Programs; analyzes Federal Regulations and guidelines and programs developed by cooperating public and private organizations to adapt, introduce, and integrate procedural innovations and changes to ensure service and compliance with Federal Regulations and agency goals.</p>								
20%	<p>2. Utilizing PowerPoint or other related software, plans, develops, schedules, and conducts training modules, webinars and/or in person seminars for in-house staff development programs to improve skills and attitudes for optimum achievement of regional objectives; directs various program requirements, facilitates formulation and installation of staff development, organization and utilization to effect operational improvements. Conducts follow-up studies to review and evaluate training results. Measures overall effectiveness of training programs; identifies needs and recommends corrective action.</p>								
15%	<p>3. Coordinates with Business Services Outreach team to plan and conduct seminars for job seekers and employers; prepares correspondence to employers to solicit job openings; refers or accepts employer order for workers; disseminates Labor Market and job information to employers, utilizing the Spanish language when necessary; assist staff for the Regional and local offices in job solicitation for individual applicants; serves as a regional source for staff regarding Labor Market and area employers. Travels to worksites to perform these duties.</p>								
DIRECTOR OF CMS SIGNATURE <i>[Signature]</i> 39		IMMEDIATE SUPERVISOR SIGNATURE <i>[Signature]</i> JAN 05 2017			AGENCY HEAD SIGNATURE <i>[Signature]</i>			DATE 12/22/2016	

**RECEIVED**

CMS 104 (Rev. 10/94) IL 401-0794  
*[Handwritten Signature]* 1/6/17

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

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

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

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

SUPERVISOR    OR     LEAD WORKER

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

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

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

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

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

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

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION					SS		13682-44-70-253-10-31		
Employment Security Tax Auditor 2		Senior Tax Auditor		29					
3. AGENCY			4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION									
NEW/REVISED POSITION									
IL Department of Employment Security			Revenue		0	045	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		10/01/2023		
NEW/REVISED POSITION					<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				
Field Audit & Collections/ Field Audit			Area 3						
14. WORK LOCATION			15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION									
NEW/REVISED POSITION									
Kane County			RC062		N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
40%	1. Under direction, as a Senior Tax Auditor for the Illinois Department of Employment Security (IDES), exercises a full range of auditing skill in conducting complex field audits <ul style="list-style-type: none"> <li>• Conducts audits electronically and/or travels to employer and/or employer legal representative worksites to independently perform complex field audits and investigations of all relevant employer documents and records</li> <li>• Examines contracts, documents and financial records according to defined procedures and regulations</li> <li>• Prepares detailed statements on employer records</li> <li>• Confirms the accuracy of the employer records and determines the tax status and liability of employers to enforce uniform compliance with the Illinois Unemployment Insurance (UI) Act, agency audit policies and procedures and U.S. Department of Labor (DOL) Tax Performance System (TPS) audit requirements</li> <li>• Communicates to employers any audit findings and answers employer questions</li> </ul>								
15%	2. Collaborates with and provides training to other audit staff								

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Participates on an audit team for larger audits</li> <li>• Conducts on-the-job training with junior auditors in the performance of more complex payroll audits and field investigations, including, but not limited to audits and investigations of partnerships, corporations, sole proprietors and LLC's (Limited Liability Companies)</li> </ul>
10%	<p>3. Prepares and organizes work schedule based on audit assignments from supervisor</p> <ul style="list-style-type: none"> <li>• Analyzes audit issues based on the type of audit assignment</li> <li>• Utilizing an agency supplied PC and/or laptop, research current agency records in agency systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax</li> <li>• Sends notices to employers and communicates with each assigned employer and/or employer legal representative to confirm appointments and locations</li> <li>• Works in accordance with agency procedures and guidelines to locate employers who do not respond to the initial appointment attempts</li> </ul>
10%	<p>4. Completes computer audit reports, assembles any relevant exhibits and submits completed audits to supervisor</p> <ul style="list-style-type: none"> <li>• Responds to and resolves discrepancies for any audits returned by supervisor</li> </ul>
10%	<p>5. Locates delinquent employers who have not responded to the initial appointment attempts, in accordance with agency procedures and guidelines</p> <ul style="list-style-type: none"> <li>• Furnishes agency Collections staff with wage and tax delinquency information on bankruptcy and other insolvency cases</li> <li>• Appears at administrative hearings on cases of contested liability and protests for audit findings</li> </ul>
05%	<p>6. Confers with employers and/or their legal representatives to counsel them on their obligations and rights under the Illinois Unemployment Insurance (UI) Act</p>
05%	<p>7. Attends related meetings, training sessions and/or seminars as directed</p> <ul style="list-style-type: none"> <li>• Keeps abreast of changes to federal and state laws, rules and regulations related to Field Audit procedures</li> </ul>
05%	<p>8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>
<p>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.)</p>	
Public Service Administrator, Opt 2 37015-44-70-253-00-02	<p>WORKING TITLE (IF ANY) Field Audit Supervisor</p>

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

- Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to the completion of four (4) years college with courses in business administration and a minimum of 12 semester hours in accounting
2. Requires three (3) years of professional experience in accounting, external auditing or public accounting
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Three (3) years of experience utilizing knowledge of accounting and auditing theories, methods and procedures, including laws, rules, and regulations relating to Government accounting and auditing procedures, to perform complex audits
2. Three (3) year of experience utilizing knowledge of and working with the provisions of Unemployment Insurance laws
3. Three (3) year of experience evaluating employer accounting practices and systems to analyze and interpret complex auditing records and presenting findings in a clear and concise manner
4. Three (3) year of experience working with tax software systems to perform audits; examples of applicable tax software systems include but are not limited to: GenTax and MyTax Illinois
5. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel
6. Experience speaking to various groups to convey policy and procedures related to taxes and audits in a manner easily understood by diverse audiences



20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history.
2. Requires ability to successfully complete a fingerprint-based background check.
3. Requires ability to utilize Spanish in the performance of all duties.
4. Requires ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license and access to an automobile.
5. This position is considered light work as defined by the U.S. Department of Labor (20 CFR 404.1567(b)). Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. This job may require a good deal of walking or standing, or involves sitting most of the time with some pushing and pulling of arm or leg controls.
6. Requires ability to attend seminars, conferences, and trainings to stay current on methods, tools, ideologies, or other industry related topics relevant to the job duties.
7. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Senior Tax Auditor. This position will independently conduct complex audits of employers' original books and records for compliance with the Unemployment Insurance (UI) Act. Responsibilities include traveling to employer worksites to collaborate with other audit staff on large audits and conducting on-the-job training to provide junior staff with knowledge, skills, and expertise. This position provides a great opportunity for someone who has a several years of experience in conducting employer tax audits and who has extensive knowledge of the UI act and its application. The ideal candidate for this position will have excellent organizational skills, strong interpersonal skills, and at least three years of experience performing complex, large-scale employer tax audits. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Mark Dawson</i> 1/18/2024		<i>Raymond Marchioni by JDM</i>	10/01/2023



**Approved Template for Position Title:** Employment Security Tax Auditor 2- 13682 Spanish

**Agency:** IDES

**Date Approved:** 7/27/2023

**HRT Approval:** Penny Christian

**Classification Approved By:** Chris Nickols

**Date Locked:** 8/4/2023

**Locked by:** Chris Nickols

**Revised and Relocked on:**

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION Executive 1	State Monitor Advocate	29	SS	<b>13851-44-40-200-05-31</b> <del>13851-44-40-200-10-31</del>				
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security		Business Services		0	084	1	R	11/16/22 - PNC
10. SECTION	11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH		06/16/2022		
NEW/REVISED POSITION Intra-Agency Coordination	State Monitor Advocate Program			<input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE		RUTAN EXEMPT	<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
EXISTING POSITION								
NEW/REVISED POSITION Springfield, IL	RC062		N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	<p>1. Under direction, as a function administrator, serves as State Monitor Advocate (SMA) for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Organizes, plans, executes, controls and evaluates the IDES State Monitor Advocate Program</li> <li>• Implements policies and procedures for management of agency compliance with the federal requirements for services for migrant and seasonal farmworkers, including but not limited to all regulations outlined in Title 20 of United States Code (U.S.C.) section 653.108</li> <li>• Reviews and evaluates the agency’s Agricultural Outreach Plan and makes recommendations to agency management for approval or revision prior to submission</li> <li>• Reviews and evaluates all proposed employment services directives, manuals, and agency procedures relating to migrant and seasonal farmworkers to ensure that they comply with federal regulations.</li> <li>• Identifies issues related to agency compliance with federal requirements for delivery of services to migrant and seasonal farmworkers and confers with agency management on the integration of program activities to resolve problems and make improvements</li> <li>• Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding</li> <li>• Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers</li> <li>• Travels to perform these duties</li> </ul>
20%	<p>2. Monitors, reviews and evaluates statewide delivery of employment services to migrant and seasonal farmworkers (MSFW)</p> <ul style="list-style-type: none"> <li>• Monitors employment service delivery by agency staff, including but not limited to on-site reviews of services at local offices and employer sites, utilizing procedures and review formats specified in federal regulations</li> <li>• Conduct reviews of agency outreach in geographical areas with a high concentration of migrant and seasonal farmworkers, including but not limited to reviews of outreach staff activity reports</li> <li>• In accordance with federal regulations and established agency timeliness guidelines, conducts field visits to working, living, and gathering places of migrant and seasonal farmworkers to discuss employment services with clients and other interested external parties, including but not limited to migrant and seasonal farmworkers, crew leaders and employers, and records the outcome of these visits</li> <li>• Evaluates results from monitoring, reviews and field visits for compliance with federal guidelines and legislation, compiles findings, and makes recommendations to agency management for corrective action and/or service delivery improvement</li> <li>• Evaluates equity of access and parity of services provided, including but not limited to interpretive services provided during agency outreach</li> <li>• Conducts follow-up visits to ensure recommended corrective actions have been implemented</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Travels to perform these duties</li> </ul>
20%	<p>3. Conducts studies, collects data and creates a variety of complex reports for internal and external parties</p> <ul style="list-style-type: none"> <li>• Conducts reviews and performs analysis of all statistical and other data on migrant and seasonal farmworkers reported by local offices to determine compliance with federal employment services regulations and identify areas of non-compliance in accordance with federal, state and/or agency timeliness guidelines</li> <li>• Utilizing a PC and agency supplied software including but not limited to Microsoft Excel, creates a variety of reports to meet federal, state, and agency reporting requirements, including but not limited to complex, detailed annual summary reports based on statistical data, monitoring reviews, and other activities as required in federal regulations</li> <li>• Responds timely to information requests from internal and external parties, including but not limited to agency leadership, the U.S. Department of Labor (DOL) Regional Monitor Advocate, and the DOL National Monitor Advocate</li> </ul>
10%	<p>4. Serves as a liaison to agency staff in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers</p> <ul style="list-style-type: none"> <li>• Provides guidance and technical assistance to agency managers responsible for planning and delivering employment services to migrant and seasonal farm workers</li> <li>• Informs agency management about changes to federal regulations regarding migrant and seasonal farmworkers that impact agency policies, programs and/or systems and provides advice on incorporating changes</li> <li>• Travels to perform these duties</li> </ul>
10%	<p>5. Serves as a liaison to workforce partners and other interested external parties in matters related to federal regulations on delivery of employment services to migrant and seasonal farmworkers</p> <ul style="list-style-type: none"> <li>• Maintains a collaborative working relationship with the National Farmworker Jobs Program grantee in Illinois, as outlined in a Memorandum of Understanding</li> <li>• Develops and maintains relationships with external workforce partners and other organizations serving migrant and seasonal farmworkers</li> <li>• Travels to perform these duties</li> </ul>
10%	<p>6. Monitors performance of the statewide worker/employer Employment Service and Employment-Related Law Complaint System</p> <ul style="list-style-type: none"> <li>• Monitors and reviews complaints submitted to the system relating to migrant and seasonal farmworkers and agency staff performance in resolving complaints</li> <li>• Reviews and evaluates agency procedures for resolving complaints related to migrant and seasonal farmworkers</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Collaborates with agency management in identifying and resolving issues and proposing system improvements</li> <li>• Monitors to ensure that complaint system logs are transmitted to relevant federal agencies and/or other authorities in accordance with state and federal law</li> <li>• Monitors follow-up on violations forwarded to federal agencies</li> </ul>
05%	<p>7. Keeps abreast of current federal regulations related to employment of migrant and seasonal farmworkers</p> <ul style="list-style-type: none"> <li>• Conducts research on proposed changes to regulations and evaluates impact on agency programs</li> <li>• Attends and participates in training from the U.S. Department of Labor's Regional Monitor Advocate and National Monitor Advocate, as directed</li> <li>• Travels to perform these duties</li> </ul>
05%	<p>8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
SPSA, Opt. 1 40070-44-40-200-00-01	

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

- Minimum Qualifications
1. Requires knowledge, skill and mental development equivalent to completion of four (4) years of college, preferably with courses in business or public administration
  2. Requires one (1) year of responsible administrative experience in a public or business organization, or completion of an agency approved professional management training program, preferably including one (1) year of professional experience providing employment services to migrant and seasonal farmworkers
  3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

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.

Specialized Skills:

- Of the one (1) year of required experience, requires one (1) year of professional experience providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers and communicating effectively with a range of internal and external stakeholders, including but not limited to migrant and seasonal farmworkers, employers, agency management and staff, and external organizations serving migrant and seasonal farmworkers
- Requires extensive knowledge of using Microsoft Excel functionality to create complex statistical reports

Preferred Qualifications

1. Prefers experience providing employment services or related outreach services, such as social services, health services, legal services and/or education services, to migrant and seasonal farmworkers
2. Prefers experience communicating effectively with a range of stakeholders, including but not limited to migrant and seasonal farmworkers, employers, agency management and staff, and external organizations serving migrant and seasonal farmworkers
3. Prefers experience using Microsoft Excel to create complex statistical reports
4. Prefers extensive knowledge of the principles and practices of public, business, and/or nonprofit administration
5. Prefers experience analyzing administrative problems and adopting an effective course of action
6. Prefers experience developing, implementing, and evaluating new and revised methods, procedures and performance standards
7. Prefers experience exercising judgment and discretion in developing, implementing and interpreting policies and procedures
8. Prefers experience developing and maintaining cooperative working relationships with a range of stakeholders
9. Prefers professional experience communicating effectively both verbally and in written form
10. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, Excel and PowerPoint

20. CONDITIONS OF EMPLOYMENT



1. Requires the ability to travel extensively, including overnight stays
2. Requires an Illinois State Police background check and self-disclosure of any criminal history

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as State Monitor Advocate. The person in this position plays a critical role in Illinois' Monitor Advocate System that protects the standard of employment services to migrant and seasonal farmworkers as required under federal law. Responsibilities include monitoring delivery of services, conducting field visits, compiling and analyzing statistical data, and conferring with agency management to resolve compliance issues. This position provides a great opportunity for someone who has a strong knowledge of federal employment laws pertaining to migrant and seasonal farmworkers and is dedicated to ensuring compliance with federal regulations. The ideal candidate for this position will have extensive experience providing employment services to migrant and seasonal farmworkers and performing detailed monitoring and analysis of program performance, including complex statistical analysis, to meet federal reporting requirements. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
	8/23/2022		6/28/2022

1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER <del>18300-44-03-200-00-31</del> 18300-44-03-210-10-31				
New/Revised Position Hearings Referee				29	SS					
3. AGENCY Existing Position			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A1 AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security			Legal Services/ Board of Review			5	016	Y	R	10/01/18 update to Rutan Exempt
10. SECTION Existing Position			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE 11/16/22 - PNC 04/06/2013		
New/Revised Position Board Decisions						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION Existing Position			15. BARGAINING/TERM CODE			Rutan Exempt				
New/Revised Position 33 S. State Street Chicago, IL 60603			RC-10			Y N				
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	Under direction and subject to the acceptance by the Members of the Board, reviews the records of appeals from first-level Hearings Referees in cases involving claims for unemployment insurance benefits under the law and various Federal Employment Security statutes, and prepares legal opinions which, upon acceptance by the members of the Board, become the decisions of the Board on the appeal. Uses the Spanish language to translate documents and provide interpretive services to clients.									
25%	1. Prepares for review by resolving jurisdictional questions of the timeliness of appeals to the Appeals Sub-Division Referee and the Board of Review, as well as to the timeliness and sufficiency under law of the employer's protest to a claim for benefits; determines the legal sufficiency of reasons given by the parties for late appeals to either or both the Appeals Sub-Division Referee and the Board of Review as well as of requests by the parties for additional evidentiary hearings.									
20%	2. Examines the document content of each file and determines the legal adequacy of the record to support a decision of the Board of Review with respect to each issue, and in cases of legal insufficiency to determine whether to remand the matter to the Claims Adjudicator or Appeals Sub-Division Referee for further investigation or evidentiary hearing upon specific orders and instructions.									
15%	3. Using the Spanish language when necessary, reviews the transcript of the testimony submitted before the Appeals Hearings Referee, along with all other file documents, including agency records, communications by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, evidentiary exhibits, briefs by legal counsel, and prior Board of Review decisions involving the same claimant; weighs the legally admissible facts in the record and considers the arguments and contentions made by the parties, or questions involved; analyzes and evaluates testimony and other evidence, and determines the credibility of witnesses.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
									10 7/23/2013	

*Signature*  
8.17.13

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AUG 1 2013  
By \_\_\_\_\_



16. (CONTINUED)

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Researches, analyzes, interprets and applies the laws, rules, regulations, procedures, and administrative and judicial decisions affecting the matters at issue, and consults with supervisors when and as necessary. Researches Board of Review ad court precedents in preparation for preparing decisions and for monthly training and review meetings for Referees assigned to the Board of Review.
10%	5. Prepares for the Board of Review a recommended draft decision which consists of a clear and concise statement of facts and law, an explanation of the application of the statutory provisions to the facts, reasons for all conclusions, and a ruling with respect to every issue that affirms, modifies, reverses or remands the case with instructions as may be appropriate.
10%	6. Renders legal assistance in the preparation for, or hearing of, cases coming before the Board of Review for a formal hearing, and in the preparation of decisions by the Board of Review in such cases, as required.
05%	7. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above.

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

SPSA, Opt 8L 40070-44-03-000-00-01	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 Incumbents or Funded Vacancies
n/a		

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

Requires knowledge, skill and mental development equivalent to graduation from a recognized law school; possession of a license to practice law; two years professional experience in legal work; thorough knowledge of judicial and quasi-judicial rules and of procedures of administrative hearing agencies; through knowledge of the laws, rules and regulations applicable to the Department. Requires the ability to maintain satisfactory working relationships with hearings disputants, attorneys, employers, representatives of labor organizations and other members of the general public. Requires considerable skill and ability to analyze and appraise facts, evidence, legal and administrative documents, records and audits in order to obtain a clear mental picture of the issues involved. **Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.**



ILLINOIS DEPARTMENT OF  
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS1	29994-44-08-400-23-31 <del>29994-44-08-420-30-31</del>				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position										11/16/22 PNC
New/Revised Position			Legal Services/ Appeals			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								06/01/2019		
New/Revised Position			Benefit Appeals							
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position										
New/Revised Position			RC028		N					
Chicago, IL										
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	<p>Under direction, performs complex, specialized and technical functions supporting Case Management activities for Illinois Department of Employment Security (IDES) Unemployment Insurance (UI) appeals; conducts research pertaining to incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; plans, directs, organizes, reviews and evaluates Case Management clerical activities; prepares case files and related documentation for benefit appeals; utilizes systems including but not limited to the Illinois Benefit information System (IBIS); analyzes workloads, develops production standards, establishes and monitors priorities and tracks deadlines for work projects; compiles statistical reports of performance; communicates with and advises claimants, employers, interested governmental agencies and IDES personnel seeking information and assistance on pending appeals; utilizes Spanish language to assist clients who request or need interpretive services.</p>									
35%	<p>1. Performs complex, specialized and technical functions supporting Case Management activities for IDES UI appeals on claims for benefits; conducts research pertaining to incoming benefit appeals cases; accesses systems including but not limited IBIS to gather and/or update information; applies knowledge of legal terminology and UI Act Requirements, Rules and Administrative Code; analyzes incoming benefit appeals cases; coordinates and monitors the docketing of cases to ensure timely scheduling; identifies and resolves issues; produces and maintains logs and databases to organize and track caseloads; serves as a liaison between Hearings Referees, Appeals Manager, other IDES staff and concerned parties in matters relating to case management of benefit appeals; utilizes Spanish language to assist clients who request or need interpretive services; notifies parties of changes to hearing dates.</p>									
10%	<p>2. Plans, directs, organizes, reviews, evaluates and modifies Case Management clerical activities; implements clerical processes for the receipt, review, data entry and docketing of incoming appeals and receipt and record of public inquiries related to appeals cases; interprets and explains processes and procedures.</p>									
10%	<p>3. Prepares case files and related documentation and physical evidence for benefit appeals; utilizes systems including but not limited to IBIS to monitor, update and correct information in physical and/or electronic case files; creates appeals files for viewing in the office by parties; creates and/or generates appeals notices and mails notices to involved parties.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>Janet Jank</i> 39			JUN 18 2019			<i>Thomas Chan</i> <i>vs jank</i>			06/17/2019	

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CMS-104 (Rev. 10/94) 11-91-0794  
*ds 6/17/19*

Per \_\_\_\_\_

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

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

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

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

SUPERVISOR OR  LEAD WORKER

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

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

Position Title	Position Number	No. of Incumbents or Funded Vacancies
Office Associate	<del>30015-44-08-420-30-32</del> 30015-44-08-400-23-32	2-3

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

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



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

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

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

16. (CONTINUED)

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

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

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

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

SUPERVISOR OR  LEAD WORKER

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

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

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

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

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



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER 37015-44-06-330-00-31			
New/Revised Position Public Service Administrator				29	SS1	37015-44-16-500-00-31			
3. AGENCY Existing Position		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
New/Revised Position IL Department of Employment Security		Administration/ Human Resource Management			0	016	N	R	3/1/2020 - update to subord. and A/I code 11/16/22 - Update subords. PNC
10. SECTION Existing Position		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
New/Revised Position Recruitment & Selection							03/01/2015		
14. WORK LOCATION Existing Position		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
New/Revised Position Chicago, IL		RC063		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under general direction as a policy implementing manager, directs the organization, development and review of Recruitment and Selection; provides leadership and direction to staff engaged in the implementation of programs, policies and procedures governing recruitment and selection as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Establishes and maintains effective working relationships utilizing Spanish/ English skills with private and public organizations.</p>								
20%	<p>1. Organizes, plans, executes, monitors and evaluates the Recruitment &amp; Selection section of the Human Resource Management for IDES. Plans and directs the implementation of program policies and procedures; directs staff in the on-going operations and implementation of Recruitment &amp; Selection projects; interprets program policies for staff; establishes goals and objectives and develops plans to assure they are being met. Assures compliance with the provisions of the "Rutan vs. Republican Party" decree, Personnel Rules, labor contracts, agency policies and any other related rules and regulations.</p>								
15%	<p>2. Plans, assigns, reviews and evaluates work of subordinate staff; serves as working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; when appropriate, conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.</p>								
15%	<p>3. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with state and federal regulations relative to the agency's hiring practices. Works with agency management staff to assure needed services are developed and supplied in a timely and efficient manner.</p>								
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>[Signature]</i>		<i>[Signature]</i>			<i>[Signature]</i>			04/09/2015	

*Shula Topscott 4/17/15*



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

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

SPSA, Opt 1 40070-44-16-000-00-01	WORKING TITLE (IF ANY) Manager of Human Resource Management
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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 Incumbents or Funded Vacancies
Human Resources Specialist	<del>19693-44-16-500-10-01, -10-51</del> 19693-44-16-500-00-01, 00-51	1 - 3
Human Resources Representative	<del>19692-44-16-500-10-01, -10-51</del> 19692-44-16-500-00-01, 00-51	1 - 3

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

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

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

471. POSITION TITLE		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION		Unemployment Insurance (UI) Benefit Refunds Specialist	29	SS	<b>47003-44-22-500-70-31</b> <del>47003-44-22-570-10-31</del>			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		Service Delivery/ UI Programs		0	016	2	R	11/16/22 - PNC
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION		Refunds & Adjustments		<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		08/01/2022		
NEW/REVISED POSITION		Refunds and Adjustments						
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION		RC062		N				
Chicago, IL								
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
35%	1. Under direction, functions independently as a highly skilled Unemployment Insurance (UI) Benefit Refunds Specialist in researching, analyzing and making multi-claimant benefit eligibility decisions for the Illinois Department of Employment Security (IDES) <ul style="list-style-type: none"> <li>Engages in the most complex review, analysis, control, and application of the collection of benefit overpayments from various recovery methods, including but not limited to the Treasury Offset Program (TOP), State Comptroller repayment agreements, checks, credit cards and other state offset programs</li> <li>Analyzes information in order to review and evaluate overpayment credits and refund approvals</li> </ul>							
35%	2. Analyzes and completes all assigned claimant recoupment transfers <ul style="list-style-type: none"> <li>Reviews and analyzes information from various sources, including but not limited to information presented by agency staff, clients and other relevant parties and/or extracted from agency and/or external databases</li> </ul>							



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>Utilizes computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and GenTax, to examine relevant financial records</li> <li>Approves valid overpayment credits and refunds</li> <li>Communicates and confers with supervisor and relevant agency staff on unidentified collections, rejections of overpayment credits and/or refunds and to resolve any issues related to recoupments</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<p>3. Provides guidance and assistance on specific and general recoupment information and procedures.</p> <ul style="list-style-type: none"> <li>Answers inquiries and/or explains problems related to benefit overpayment refunds and adjustments to agency staff, clients and other interested parties</li> <li>Confers with agency local office staff and/or other agency components to discuss pending recoupments</li> <li>Explains Illinois law and regulations impacting on inquiry or problem, including but not limited to claimant and/or employer rights and agency responsibilities</li> <li>Confers with Department of Innovation &amp; Technology (DoIT) staff and/or relevant agency staff to certify guidelines and procedures affecting overpayment activities of claimant accounts</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<p>4. Keeps abreast of new developments related to Benefit Payment Control (BPC) programs</p> <ul style="list-style-type: none"> <li>Attends meetings, training, seminars and conferences</li> <li>Travels to perform these duties</li> </ul>
05%	<p>5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>

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)
PSA, Opt. 1 <b>37015-44-22-500-70-01</b> <del>37015-44-22-570-00-01</del>	Unemployment Insurance (UI) Benefit Refunds Manager

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

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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 completion of four (4) years of college with major courses in the social sciences and two (2) years of professional experience in investigation and analysis, business, labor or industrial relations or business mathematics; OR  
  
Requires six (6) years of experience in investigation and analysis, business, labor or industrial relations, or business mathematics with three (3) of the years at the professional level; OR  
  
Requires three (3) years of progressively responsible experience as a Bureau Adjudicator or Intermittent Unemployment Insurance Representative.
2. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance (UI) laws to determine benefit eligibility
2. Two (2) years of professional experience applying overpayment recoveries to accounts
3. Experience utilizing tax software to examine financial records; examples of applicable tax software systems include but are not limited to: GenTax and MyTax Illinois
4. Experience requiring extensive knowledge of unemployment insurance (UI) legislation as it relates to benefit claims
5. Experience organizing and analyzing pertinent information to determine unemployment insurance (UI) claimant benefits
6. Professional experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
7. Basic proficiency in Microsoft Office Suite products, including Outlook, Word and Excel

20. CONDITIONS OF EMPLOYMENT



1. Requires ability to travel occasionally, including overnight stays
2. Requires an Illinois State Police background check and self-disclosure of any criminal history

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as Unemployment Insurance (UI) Benefit Refunds Specialist. This position will utilize a variety of methods to collect benefit overpayments received from overpayment recoveries and utilize knowledge of the Illinois UI Act and the UI benefit claims taking and adjudication process to apply credits and refunds to client accounts. Responsibilities include determining claimant benefit eligibility to apply overpayment credits and approve refunds, responding timely to address inquiries related to overpayment credits and refunds, and resolving problems related to processing of overpayment recoveries. This position provides a great opportunity for someone who has a strong knowledge of UI laws and regulations and fraud investigative techniques and is dedicated to determining accurate unemployment insurance benefit claims. The ideal candidate for this position will have excellent organizational skills, extensive knowledge of the Illinois UI Act and the UI benefit claims taking and adjudication process, and extensive experience determining claimant eligibility. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
	8/23/2022		07/26/2022



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position						47082-44-70-320-11-31				
New/Revised Position				29	SS	<del>47082-44-70-430-00-31</del> <del>47082-44-72-130-10-31</del>				
3. AGENCY			4. BUREAU/ DIVISION			5 EXMT CODE	6 WORK COUNTY	7 AUTH	8 AUDIT	9 OFFICE USE
Existing Position										12/01/21- PNC
New/Revised Position			Revenue			0	016	2	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								10/16//2020		
New/Revised Position			Employer Services			Employer Account Analysis				
14. WORK LOCATION			15. BARGAINING/TERM CODE			Kullan Exempt		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		
Existing Position										
New/Revised Position			Chicago, IL			N				
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
		<p>Under direction, as a senior level analyst, performs complex Unemployment Insurance (UI) Revenue employer account maintenance activities and detailed analysis of employer records submitted to determine liability, correct contributions and financial status; answers complex inquiries regarding liability and compliance, requiring advanced knowledge of the UI Act; utilizing computerized systems, researches, analyzes and amends records to put employer accounts to statuses ready for communication; analyzes and resolves employer account discrepancies; reviews and corrects employer reports; communicates with employers and/or their representatives to obtain missing agency required documentation; provides technical assistance and advice regarding the UI Act, agency policy and procedures to employers by phone, correspondence and/or in person. Controls activation and/or deactivation of powers of attorney submitted by representatives. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
25%		<p>1. As a senior level analyst, performs complex UI Revenue employer account maintenance activities and detailed analysis of employer records submitted to determine liability, correct contributions and financial status; answers complex inquiries regarding liability and compliance, requiring advanced knowledge of the UI Act. Researches and analyzes records and documents. Resolves tax problems by making adjustments to employer accounts including but not limited to accounts involving complex predecessor / successor accounts. Resolves issues with various employer reports, including but not limited to those submitted through GenTax; utilizes a PC and relevant computerized systems to perform analysis of affected accounts; determines the correct contributions, evaluates the remittance submitted and determines the accuracy of the penalty assessed as a result of non-compliance with the UI Act; determines relevant functional referral when the employer has ongoing problems with the Department. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
20%		<p>2. Provides technical assistance and advice regarding the UI Act, agency policy and procedures to employers and/or their representatives by phone, correspondence and/or in person. Explains requirements of the UI Act and methods of determining contribution rate and crediting payments; informs employers and/or their representatives of current account status and/or protest procedures. Responds to employer rate protests following established procedures and guidelines; explains the impact of the state experience factor and other variables to the employer tax rate. Responds to inquiries from employers and/or their representatives and the Internal Revenue Service (IRS) regarding the certification of agency held UI tax records. Utilizes Spanish language to assist clients who request or need interpretive services.</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
<i>James J. Smith</i> 39			<i>COE 27 2020</i>			<i>Kristin Richards</i>			10/22/2020	

*D. Stewart 10/2/20* *J. P. Smith* *col. h.*

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	3. Utilizing a PC and relevant computerized systems, including but not limited to GenTax, the Illinois Benefit Information System (IBIS), Benefit Charging System (BCS) and Benefit Funding System (BFS), accesses computer screens for inquiry and input in order to research, analyze and amend records to complete assignments to bring employer accounts into balanced status ready for communication based on established procedures and guidelines. Verifies employer tax rates. Inputs and/or uploads employer reports, including but not limited to New Hire and Unemployment Insurance (UI) Contribution reports. Responds to inquiries from employers and/or their representatives regarding the status of any related reports. Utilizes Spanish language to assist clients who request or need interpretive services.	
15%	4. Analyzes and resolves employer account discrepancies. Reviews suspended employer contribution and wage reports; corrects the reports to conform to the correct format; adjusts the tax liability as it applies to contributions, penalty and interest reflects corrections in the various relevant automated systems impacted in the suspension based on established procedures and guidelines; sends notifications to employers and/or their representatives of updates to account status; establishes and/or maintains audit trails and notes to accounts for tracking purposes. Reviews rejected reports; identifies reasons for rejection and communicates with employers and/or their representatives to obtain missing agency required documentation and/or correct the transmitted information. Utilizes Spanish language to assist clients who request or need interpretive services.	
10%	5. Evaluates employer documents submitted and determines their accuracy, ensuring compliance with the UI Act; reviews and makes corrections to employer contribution and wage reports as a result of account maintenance; initiates corrective action to permit correct posting of the reports in adherence with the UI Act.	
10%	6. Controls activation and/or deactivation of powers of attorney submitted by employer representatives; coordinates set up and/or removal of powers of attorney in relevant computerized systems, including but not limited to GenTax; reviews mailing instructions associated with powers-of-attorney; provides technical assistance and advice regarding agency requirements for mailing of forms to employer representatives; coordinates timely updates to relevant UI Revenue employer accounts for mass updates by service firms; verifies that accurate mailing instructions and associated mailing addresses for employer accounts are established and/or updated on agency held records.	
05%	7. Performs other duties as assigned or required that are reasonably within the scope of those previously enumerated above.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
		WORKING TITLE (IF ANY)
PSA, Opt. 1 <del>37015-44-72-130-00-01</del> 37015-44-70-430-00-01		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR      OR <input type="checkbox"/> LEAD WORKER		
<b>NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.</b> If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
	Position Title	No. of Incumbents or Funded Vacancies
N/A		
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. <b>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.</b>		
Requires knowledge, skill and mental development equivalent to four years of college with major coursework in accounting, business, mathematics or a related field, plus three years of professional experience in account maintenance, investigation and analysis. Requires extensive knowledge of the Illinois Unemployment Insurance Act; databases and hard copy information sources used within IDES, including but not limited to GenTax, the Illinois Benefit Information System (IBIS), Benefit Charging System (BCS) and Benefit Funding System (BFS); employer's rights and obligations related to unemployment insurance contributions. Requires working knowledge of mathematical concepts. Requires ability to communicate effectively, both orally and in writing; gain and maintain effective working relationships with agency employees, employers and the public; effectively organize and analyze pertinent information for provision of collection and/or accurate allocation of contributions. Requires the ability to use a PC and related software packages such as word processing and spreadsheets, database management, e-mail, the Internet and computerized agency systems, including but not limited to GenTax, IBIS, BCS and BFS. <b>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.</b>		

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Unemployment Insurance (UI) Benefits Accuracy Auditor	29	SS		47096-44-04-700-11-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION								
NEW/REVISED POSITION	Financial Operations/ QACR		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		03/16/2023			
NEW/REVISED POSITION	Admin Planning		Benefits Accuracy Measurement					
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION	Chicago, Illinois	RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	<p>1. Under direction, serves as an Unemployment Insurance (UI) Benefits Accuracy Auditor for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement (BAM) unit of IDES to assess the propriety of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the U.S. Department of Labor (DOL)</li> <li>• Detects UI overpayments, fraud and other violations of state and federal laws</li> <li>• Conducts intensive audit interviews with claimants selected by the DOL random audit program</li> <li>• Assesses and evaluates all factors relevant to the Illinois UI Act and DOL procedures which could or have affected claimant eligibility for UI benefit certification and/or adjudication processes</li> <li>• Determines whether federal and state laws and policies were followed uniformly by claimants, employers, employer representatives, agency staff and/or interested third parties</li> <li>• Analyzes agency documents and/or electronic records to determine what data relevant to benefit eligibility must be further investigated to complete each audit</li> <li>• Travels to local and/or regional offices as directed in the performance of duties, with some overnight stays</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	<p>2. Conducts in-depth audits to determine accuracy of monetary determinations issued to claimants</p> <ul style="list-style-type: none"> <li>• Utilizing a PC and relevant software, uses the definition of base period specified in the Illinois Unemployment Insurance (UI) Act and information from benefit payroll records to calculate the weekly benefit amount and number of weeks claimants were eligible to receive UI benefits and evaluate results against actual monetary determinations issued</li> <li>• Enters investigative findings into audit case files and agency, state and/or federal computerized systems including but not limited to the U.S. Department of Labor (DOL) quality control statistical survey database</li> </ul>
15%	<p>3. Conducts in-depth audits of the last employing employer for each selected claimant to determine the reason the claimant was separated from employment</p> <ul style="list-style-type: none"> <li>• Determines whether claimants met all criteria for Unemployment Insurance (UI) benefit eligibility established by state and federal policies and guidelines and the Illinois UI Act</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	<p>4. Utilizing guided questions and other U.S. Department of Labor (DOL) recommended investigative techniques, procedures and methodology, interviews and interacts with claimants, employers, government agencies and/or the general public in person, by phone and/or in writing to detect violations of state and federal laws related to Unemployment Insurance (UI) benefit payments and develop additional audit leads</p>



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<ul style="list-style-type: none"> <li>• Contacts employers to verify the accuracy of claimant search for work according to state and federal policies and the Illinois UI Act</li> <li>• Secures documentation to determine the validity of non-monetary determinations</li> <li>• Audits claimants' dependencies to determine accuracy of payments</li> <li>• Obtains records including but not limited to birth, marriage, death and/or divorce records to determine the extent to which each claimant contributed to the support of the dependent(s) claimed</li> <li>• As directed, travels in the performance of duties, with some overnight stays</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
15%	<p>5. Utilizing a PC and relevant software, including but not limited to Microsoft (MS) Office Suite and Adobe Acrobat, prepares a written determination and/or decision for each audit which states the relevant facts, summarizes the evidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law violated or misapplied if any, and the applicable disqualification prescribed by the Illinois Unemployment Insurance (UI) Act</p>
05%	<p>6. Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal Unemployment Insurance (UI) Act</p> <ul style="list-style-type: none"> <li>• Explains evidence, findings, and relevant issues to all parties</li> </ul>
05%	<p>7. Prepares Benefits Accuracy Measurement (BAM) audit case files</p> <ul style="list-style-type: none"> <li>• Compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database</li> <li>• Collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the Unemployment Insurance (UI) Program as required by the federal Improper Payments Information Act (IPIA)</li> <li>• Prepares reports of findings</li> <li>• Makes recommendations to improve Illinois Department of Employment Security (IDES) interviewing, adjudication and payment processes related to UI benefits</li> </ul>
05%	<p>8. Keeps abreast of new developments in laws, rules, and regulations relevant to Benefits Accuracy Measurement (BAM)</p> <ul style="list-style-type: none"> <li>• Attends and participate in training, workshops, and/or U. S. Department of Labor (DOL) mandated peer reviews of case files</li> <li>• Travels in the performance of duties, with some overnight stays</li> </ul>
05%	<p>9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>



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.)

	<b>WORKING TITLE (IF ANY)</b>
Public Service Administrator, Opt. 1 37015-44-04-700-11-01	

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

- Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Experience investigating unemployment insurance claims
2. Experience compiling and analyzing complex records
3. Two (2) years of experience with auditing and reviewing unemployment insurance claims
4. Two (2) years of experience with creating summary reports of investigative findings on audited claims
5. Experience preparing and entering information into U.S. Department of Labor (DOL) computerized systems
6. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires ability to travel, with some overnight stays
2. Requires an Illinois State Police background check and self-disclosure of any criminal history

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as an Unemployment Insurance (UI) Benefits Accuracy Auditor. Responsibilities include performing audits, interviewing claimants, and detecting Unemployment Insurance (UI) overpayments, fraud, and other violations of state and federal laws. This position provides a great opportunity for someone who has a strong knowledge of the UI Act and U.S. Department of Labor (DOL) procedures pertaining to UI benefits and is dedicated to ensuring compliance with federal and state laws and policies. The ideal candidate for this position will have extensive experience conducting audits and analyzing agency documents to determine data relevant to UI eligibility. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Employment Security's (IDES) mission is to serve Illinois workers and employers to the best of our ability and to use our knowledge of the Illinois workforce to inform sound policy decision making. IDES encourages economic growth and stability in Illinois by providing vital Employment Services to Illinois residents and employers, analyzing, and disseminating actionable Labor Market Information, and administering Unemployment Insurance programs.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/29/23</i>		<i>Raymond Marchioni by John</i>	03/15/2023

471. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION							
NEW/REVISED POSITION	Fraud Investigations Agent	29	SS		47096-44-22-500-20-31		
UI Special Agent							
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION							
NEW/REVISED POSITION	Service Delivery/ Unemployment Insurance Programs	0	016	2	R		
IL Department of Employment Security							
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		03/01/2023			
NEW/REVISED POSITION	Benefit Payment Control	Investigations Unit I					
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION							
NEW/REVISED POSITION	Chicago, Illinois	N					
	RC062						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<p>1. Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> <li>• Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> <li>• Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly, and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> <li>• Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed</p> <ul style="list-style-type: none"> <li>• Compiles, analyzes, and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> <li>• Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>• Develops and pursues leads</li> <li>• Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures, and methodology</li> </ul>
20%	<p>3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars</p> <ul style="list-style-type: none"> <li>• Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes, and collection notices</li> <li>• Answers questions concerning wages and employment</li> <li>• Provides general information and status of investigations</li> <li>• Explains appeal rights to the public</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions
05%	5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing <ul style="list-style-type: none"> <li>• Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>• Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies <ul style="list-style-type: none"> <li>• Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>• As directed, appears before the Grand Jury to establish probable cause, and testifies in court as to the validity and applicability of the evidence presented</li> <li>• Travels in the performance of duties</li> </ul>
05%	7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel <ul style="list-style-type: none"> <li>• Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines and federal and state Unemployment Insurance laws, rules, and regulations</li> </ul>
05%	8. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments <ul style="list-style-type: none"> <li>• Attends related meetings, training sessions and/or seminars as directed</li> <li>• Travels in the performance of duties</li> </ul>
05%	9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above

17. POSITION TITLE AND NUMBER 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, Opt. 1 37015-44-22-500-20-01	Fraud Investigations Manager

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

- Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history
2. Requires ability to travel

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The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchioni by JDM</i>	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION	Fraud Investigations Agent	29	SS		47096-44-22-500-30-31			
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION								
NEW/REVISED POSITION	Service Delivery/ Unemployment Insurance Programs		0	016	2	R		
10. SECTION	11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
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NEW/REVISED POSITION	Benefit Payment Control		Investigations Unit II					
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION	Chicago, Illinois	RC062	N					



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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Public Service Administrator, Opt. 1 37015-44-22-500-30-01	Fraud Investigations Manager

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

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
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20. CONDITIONS OF EMPLOYMENT

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchioni by JDM</i>	02/11/2023

HB4295 Approval on file.

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION UI Special Agent	Fraud Investigations Agent	29	SS		47096-44-22-500-30-33			
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security		Service Delivery/ Unemployment Insurance Programs		0	045	2	R	N
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
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NEW/REVISED POSITION Benefit Payment Control		Investigations Unit II						
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NEW/REVISED POSITION North Aurora, Illinois		RC062	N					

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
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2. Requires ability to travel



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The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Fraud Investigations Agent. Responsibilities include performing highly complex investigations to assess the propriety of unemployment benefit payments, conducting intensive investigatory interviews, preparing decisions which set forth provisions of the state and/or federal law violated and the application of penalties, and reviewing appealed decisions. This position provides a great opportunity for someone who has a strong knowledge of unemployment insurance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with state and federal regulations. The ideal candidate for this position will have experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeVaughn by Debra Short 3/17/23</i>		<i>Raymond Marchioni by JDM</i>	02/11/2023

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION										
NEW/REVISED POSITION		Collections Agent		29	SS		47096-44-22-500-60-31			
3. AGENCY		4. BUREAU/DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION										
NEW/REVISED POSITION		Service Delivery/ UI Programs			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		03/01/2023			
NEW/REVISED POSITION		Benefit Payment Control			Overpayment Collections					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT						
EXISTING POSITION										
NEW/REVISED POSITION		Chicago, Illinois		RC062	N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
35%	1. Under direction, serves as a Collections Agent for the Illinois Department of Employment Security (IDES) <ul style="list-style-type: none"> <li>Performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor</li> <li>Interacts with claimants, government agencies and the general public regarding overpayment collections</li> <li>Conducts repayment interviews, advising claimants and/or duly authorized representatives of legal requirement to repay</li> <li>Utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations, and procedures, establishes individual repayment agreements based on each claimant's ability to repay, the amount and type of overpayment and other circumstances that affect repayment</li> <li>Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>									
25%	2. Using automated agency reports and computer systems, including but not limited to Microsoft									

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<p>Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, conducts investigations to locate claimants</p> <ul style="list-style-type: none"> <li>• Determines ability to pay in accordance with agency guidelines, evaluating factors including but not limited to current employment and estimation of assets</li> <li>• Develops leads using external and internal resources</li> <li>• Pursues leads through a variety of methods in accordance with established agency guidelines</li> <li>• Secures documentation</li> <li>• Analyzes and evaluates documentation to determine terms and conditions of repayment amounts</li> </ul>
10%	<p>3. Initiates civil litigation on benefit overpayments</p> <ul style="list-style-type: none"> <li>• Signs complaints prepared by the Attorney General</li> <li>• Presents and coordinates evidence to support civil complaints in accordance with the Illinois Unemployment Insurance Act and related Federal legislation</li> </ul>
10%	<p>4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance with applicable laws, rules, and regulations, including but not limited to Illinois Revised Statutes Chapter 15, paragraph 210.5</p> <ul style="list-style-type: none"> <li>• Explains offsets to claimants</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<p>5. Conducts investigations requested by the Attorney General to locate claimants with litigation pending and current whereabouts unknown</p> <ul style="list-style-type: none"> <li>• Consults with Attorney General Office, Illinois Comptroller's Office, and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered, or bankruptcies and garnishments filed</li> </ul>
05%	<p>6. Confers with Service Delivery staff and other relevant agency staff to coordinate information and activities with respect to collection and to secure accurate accounting and application of all monies collected on individual claims</p> <ul style="list-style-type: none"> <li>• Utilizing a PC and automated systems, including but not limited to the Illinois Benefit Information System (IBIS), Microsoft Excel and benefit bank software, reviews and makes decisions on issues related to overpayment credits and refunds and on unidentified collections to ensure compliance with state and federal laws, rules, and regulations</li> </ul>
05%	<p>7. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</p> <ul style="list-style-type: none"> <li>• Attends related meetings, training sessions and/or seminars as directed</li> <li>• Travels in the performance of duties</li> </ul>

<b>% OF TIME</b>	<b>16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS</b>	
05%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above	
<b>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.)</b>		
		<b>WORKING TITLE (IF ANY)</b>
Public Service Administrator, Opt. 1 37015-44-22-500-60-01		Collections Manager
<b>18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:</b>		
<input type="checkbox"/> Supervisor <input type="checkbox"/> Lead Worker		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.		
<b>Position Title</b>	<b>Position Number</b>	<b>No. of Incumbents or Funded Vacancies</b>
N/A		
<b>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.</b>		
<u>Minimum Qualifications</u>		
<ol style="list-style-type: none"> <li>Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration</li> <li>Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process</li> <li>Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients</li> </ol>		
<u>Preferred Qualifications (In Order of Significance)</u>		
<ol style="list-style-type: none"> <li>Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility</li> <li>Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits</li> <li>Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences</li> <li>Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel</li> </ol>		
<b>20. CONDITIONS OF EMPLOYMENT</b>		
<ol style="list-style-type: none"> <li>Requires an Illinois State Police background check and self-disclosure of any criminal history</li> <li>Requires ability to travel</li> </ol>		

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

The Illinois Department of Employment Security (IDES) is seeking an organized, professional, and results oriented individual to serve as a Collections Agent. Responsibilities include performing specialized collections work to recover overpaid unemployment benefit payments, advising claimants of legal requirement to repay, and establishing repayment agreements. This position provides a great opportunity for someone who has a strong knowledge of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the Department of Labor (DOL) and is dedicated to ensuring compliance with federal regulations. The ideal candidate for this position will have extensive experience performing audits on unemployment insurance benefit claims and explaining and interpreting unemployment insurance (UI) laws, rules, and regulations. IDES offers a competitive compensation plan, excellent benefits, and a pension program. We invite you to join our innovative team to help make a positive difference in the lives of Illinois employers and job seekers.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>Raven DeV Vaughn by Debra Short 3/17/23</i>		<i>Raymond Marchionni by JLM</i>	02/11/2023

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION UI Special Agent	Fraud Investigations Agent	29	SS		47096-44-22-500-80-31			
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION IL Department of Employment Security	Service Delivery/ Unemployment Insurance Programs	0	022	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			03/01/2023			
NEW/REVISED POSITION Benefit Payment Control	Investigations Unit III							
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION Lombard, Illinois	RC062	N						

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	<p>1. Under direction, serves as a Fraud Investigations Agent for the Illinois Department of Employment Security (IDES)</p> <ul style="list-style-type: none"> <li>• Performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and the DOL for an assigned area within the state</li> <li>• Conducts intensive investigatory interviews by phone, in writing and/or in person with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for unemployment insurance (UI) benefits during the period under examination</li> <li>• Reviews and analyzes employer report submissions, including but not limited to quarterly, monthly and new hire reports, to monitor UI benefits paid to claimants with unreported employment and/or earnings, in accordance with state and federal laws, rules and regulations</li> <li>• Utilizing the Department's computerized systems, including but not limited to Microsoft Office Suite, the Illinois Benefit Information System (IBIS) and GenTax, and data provided by employers and other parties, analyzes documents and/or electronic records and their sources to determine whether evidence is sufficient to support allegation of improper payment</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
20%	<p>2. Performs audits on unemployment insurance benefit claims with potential fraud overpayments based on reports generated from the Department's computerized systems, including but not limited to Microsoft Office Suite, Illinois Benefit Information System (IBIS) and the Illinois Benefit Payment Control (BPC) System, or as directed</p> <ul style="list-style-type: none"> <li>• Compiles, analyzes and evaluates benefit claim documents, claims information in IBIS and any related agency accessible employer records to establish the existence of fraud violations</li> <li>• Follows up on reports of allegation of fraud utilizing external and internal resources, including but not limited to employers, agency staff at local offices and/or the general public</li> <li>• Develops and pursues leads</li> <li>• Secures documentation to support allegations using agency, state and/or Department of Labor (DOL) recommended investigative techniques, procedures and methodology</li> </ul>
20%	<p>3. Prepares for decisions by reviewing the file for completeness of supportive documentation, including but not limited to payroll records, certification, depositions, record of proper notice to all parties and handwriting exemplars</p> <ul style="list-style-type: none"> <li>• Explains and interprets unemployment insurance (UI) laws, rules and regulations to employers and other interested parties as they relate to Illinois Benefit Payment Control (BPC) forms and notices, investigative processes and collection notices</li> <li>• Answers questions concerning wages and employment</li> <li>• Provides general information and status of investigations</li> <li>• Explains appeal rights to the public</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
05%	<p>4. Prepares decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the state and/or federal law violated, and the application of penalties as prescribed in the fraud provisions</p>
05%	<p>5. At the conclusion of the investigation, explains the issues to all interested parties, including but not limited to claimants, employers, government agencies and the general public, in writing</p> <ul style="list-style-type: none"> <li>• Examines administrative documents and/or other evidence, including but not limited to payroll records and check stubs</li> <li>• Coordinates storage and/or maintenance of administrative documents and/or other evidence</li> <li>• Utilizes Spanish language to assist clients who request or need interpretive services</li> </ul>
05%	<p>6. Obtains and coordinates utilization of evidence with other Illinois Department of Employment Security (IDES) staff and/or state and/or federal government agencies</p> <ul style="list-style-type: none"> <li>• Prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General Indictment and criminal prosecution of persons deemed subject to the benefits fraud and/or perjury laws of the State of Illinois</li> <li>• As directed, appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented</li> <li>• Travels in the performance of duties</li> </ul>
05%	<p>7. Maintains systems to track and monitor appeals of Benefit Payment Control (BPC) decisions and investigative case file materials for appeals, utilizing systems including but not limited to Microsoft Excel</p> <ul style="list-style-type: none"> <li>• Reviews appealed decisions to determine if investigative follow-up is required and takes relevant action based on agency policies, procedures and guidelines, and federal and state Unemployment Insurance laws, rules and regulations</li> </ul>
05%	<p>8. Keeps abreast of changes to federal and state laws, rules and regulations related to unemployment benefit payments</p> <ul style="list-style-type: none"> <li>• Attends related meetings, training sessions and/or seminars as directed</li> <li>• Travels in the performance of duties</li> </ul>
05%	<p>9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above</p>



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)
Public Service Administrator, Opt. 1 37015-44-22-500-80-01	Fraud Investigations Manager

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

- Supervisor     Lead Worker

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

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

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years college with major courses in Business Law and Business Administration
2. Requires three (3) years of local office professional investigative experience performing major adjudication work involved in the fact-finding process
3. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients

Preferred Qualifications (In Order of Significance)

1. Four (4) years of professional experience applying unemployment insurance laws to determine benefit eligibility
2. Two (2) years of experience interviewing unemployment insurance (UI) claimants and/or employers to determine claimants' eligibility for unemployment insurance (UI) benefits
3. Experience speaking to various groups to convey policy and procedures in a manner easily understood by diverse audiences
4. Basic proficiency in Microsoft Office Suite products, including Outlook, Word, and Excel

20. CONDITIONS OF EMPLOYMENT

1. Requires an Illinois State Police background check and self-disclosure of any criminal history
2. Requires ability to travel

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DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		<i>Raymond Marchioni by JDM</i>	02/11/2023