ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly April 2020



Thomas D. Chan *Acting Director*

February 14, 2020

Pursuant to (5 ILCS 382/) State Services Assurance Act the Illinois Department of Employment Security is submitting its FY20 report on bilingual frontline staff in the Department. The frontline staff is made up of a Public Service Administrator, Field Office Supervisors, Employment Security Program Representatives, Employment Security Service Representatives, Employment Security Specialists, an Executive I, Office Administrators, an Office Associate, an Unemployment Insurance Revenue Analyst, and Unemployment Insurance Special Agents. The language options represented in this bilingual frontline staff report are Chinese, Polish and Spanish.

5 ILCS 382 requires the Department to maintain at least 127 frontline bilingual staff. Consistent with the requirements of the State Assurances Act IDES employs 136 bilingual frontline employees in the Department. Furthermore, in 2008 at the inception of the State Assurances Act, IDES had a workforce of 1,508 compared to our current workforce of 1,088. Unfortunately, the decline and fluctuation in the State workforce and overall fiscal situation were not anticipated or allowed for by the provisions of the State Assurances Act.

With the demand for additional bilingual frontline staff or other language needs increasing across the State of Illinois, IDES is prepared to meet the standard for ensuring effective delivery of essential services. As required by the Act, a list of frontline bilingual employees for the period ending January 2020 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,



			<u> </u>
NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
Biolik, Eugene	Employment Security Field Office Supervisor (ES FOS)	0013600	POLISH SPEAKING
Cruz, Natalia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Franklin-Reyes, Blanca	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Gage, Marina	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Szczesiak, Agnieszka	Employment Security Field Office Supervisor (ES FOS)	0013600	POLISH SPEAKING
Talis, Maria	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Valadez, Sylvia	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Valencia, Marcelo	Employment Security Field Office Supervisor (ES FOS)	0013600	SPANISH SPEAKING
Aguirre, Vanessa	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Alvarado, Karen	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Anselmo, Gladys	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Arroyo, Dolores	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Baker, Renata	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING
Barajas Purcell, Albertina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Bobe'De Mendez, Ernestina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Brito, Grecia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cabrejas, Rene	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Calderon, Ruben	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Chavarria, Miguel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cheung, Telly	Employment Security Program Representative (ESPR)	0013650	CHINESE SPEAKING
Cho, Juan-Li	Employment Security Program Representative (ESPR)	0013650	CHINESE SPEAKING
Claudio, Miguel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Colon, Ivette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Cruz, Ramiro	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Dauwe, Jacqueline	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
DeLeon, Antonio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Deleon, Xavier	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Diaz, Cristal	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Fernandez, Rita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Flores, Patricia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gomez, Marcial	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gontarz, Aleksandra	Employment Security Program Representative (ESPR)	0013650	POLISH SPEAKING



NACCO	POSITION TITLE	DOSITION COST	LANGUAGE OF THE
NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTIO
Guillory, Yvette	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Gutierrez, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Beatriz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Cristina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Hernandez, Johanna	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Huerta, Bertha	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Ibarra, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Illanas, Paul	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Isais, Olga	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Janos, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Lopez, Leticia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Luciano, German	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez Jr, Domingo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Araceli	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Martinez, Efrain	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Mejia, Elva	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Meraz, Alina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Michael Cruz	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Molina, Juanita	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Montoya, Sandra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Mora, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Morales, Wilson	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Moreno, Enrique	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Moreno, Ynez	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Navarette, Mayra	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Nikoloska, Maria	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Pacheco, David	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, Lilia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Regalado, Madel	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Reyna, Fernando	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Rickard, Sonia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Roche, Christian	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanabria, Luis	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING



NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
Sanchez, Jemima	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Sanchez, Rosa	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Silva, Guillermo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Staples, Corina	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Talamantes, Andrea	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Tubens, Arnaldo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Valenzuela, Claudia	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Varys, Miriam	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Vazquez, Laura	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Vela, Sergio	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Velez, Rosa	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Zamora, Gustavo	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Zuniga, Letty	Employment Security Program Representative (ESPR)	0013650	SPANISH SPEAKING
Almanza, Ralph	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Villarreal, Blanca	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Acosta, Robert	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Amaro, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Cantu, Veronica	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Castellanos, Martha	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Curtis, Pamela	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Dunn, Valerie	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
Hetland, Ada	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Hulbert, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Kolotka, Alicia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Kosik, Nazareth	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Krol, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Luna, Alfonso	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Medina, Francisco	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Mena, Mario	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Moran, Gloria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ornelas, Rosaura	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Padilla-Tompkins, Leticia	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING



NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTIO
Pena, Berta	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Perez, Luis	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramirez, Peter	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Ramos, Juanita	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Reyes, Edith	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Rodriguez, Maria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Salcedo, Sandra	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Sierra, Eilene	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Smith, Marisol	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Velasquez, Desiree	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Wiewel, Victoria	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Zaragoza, Alonso	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Zulaica, Manuel	Employment Security Service Representative (ESSR)	0013667	SPANISH SPEAKING
Chalecki, Elvira	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Diaz Rutland, Myriam	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Revuelta, Edgar	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Ruiz, Sonia	Employment Security Specialist 1 (ESS1)	0013671	SPANISH SPEAKING
Garcia, Gabriela	Employment Security Specialist 2 (ESS2)	0013672	SPANISH SPEAKING
Fabregas, Diana	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Flores-Quinonez, Rosa	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Garcia, Velia	Employment Security Specialist 3 (ESS3)	0013673	SPANISH SPEAKING
Pinera, Suarmi	Executive 1	0013851	SPANISH SPEAKING
Avila, Gerardo	Office Administrator 4	0029994	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
Rodriguez, Humberto	Unemployment Insurance Revenue Analyst 2	0047082	SPANISH SPEAKING
Cartagena, Martha	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Forte, Eric	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Garza, Yolanda	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Gomez Williams, Alma	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Magana, Raquel	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Martinez, Felipe	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
Ramirez, Luis	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING



Thomas D. Chan Acting Director

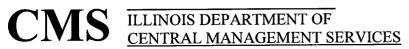
NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
INAIVIE	POSITION TITLE	POSITION CODE	LANGUAGE OF HON
Zermeno, Miguel	Unemployment Insurance Special Agent	0047096	SPANISH SPEAKING
PERIOD ENDING 1/31/2020			TOTAL: 136

Total number of Bilingual Frontline Staff: 136

Chinese: 2

Polish: 4

Spanish: 130



1. POSITION TITL	E		WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TI OPTION CO	TLE 2. POSI	TION NU	MBER		
Existing Position										
New/Revised Position Employment S	ecurity			29	SS	13600	-44-51-	107-20	0-31	
Field Office Su			A DUDEAU DIVIDIO	<u> </u>	<u> </u>	5. EXMT	6. WORK	7. A/I		9. OFFICE
3. AGENCY Existing Position			4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE
]
New/Revised Position IL Department of Employment Security			Service Delivery/ Fie	ld Opera	tions	12. TRAN	016	N	R . EFFECTIV	E DATE
10. SECTION			11. UNIT			CODE	SACTION		. EFFECTIV	LUAIL
Existing Position								i	02/16/	2019
New/Revised Position			Service Unit I			☐ MA0:	21 ESTAB	LISH		
Chicago Regio	n/ Pilsen Local C	Office	Service Offict		Ruta	🗆 мсо	22 EXEMI 24 POSIT	T COD		
14. WORK LOCAT	ΓΙΟΝ		15. BARGAINING/TERM	CODE	Exer	^{mpt} ⊠ MC0	26 CLARI	FΥ		
Existing Position							27 ADDIT 28 WORK			CHANGE
10 10 10							21 ABOLI 49 DOWN		REALLOC	ATION
New/Revised Position 1700 W. 18 th S	Street		RC062		'	, □ MC1	50 LATER	RAL REA	LLOCATIO	N
Chicago, IL									LLOCATIO	
% OF TIME	16. COMPLETE (URRENT AN	D ACCURATE STATEME	NT OF PO	SITION I	ESSENTIAL	FUNCTI	ONS_		
	Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services.									
30%	to recep Exchan agency separat	otion/intake, of ge registration services, surion and nons	mployment Security procedams processing, benefin process, vocational conditional conditions as job development as separation adjudication in the pretive services.	fit claims ounseling and job p	s and pay g, job de [,] lacemen	ment issue velopment, ts to the bu	es resolu job refe Isiness (itions, rral, c comm	, IL Lab coordina unity ar	or ation of ad
30%	2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.									
10%	3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action.									
DIRECTOR OF C	MS SIGNATURE	IMMED	NATE SUPERVISOR SIGNAT			IEAD SIGNAT		ļ		DATE
yanel	forde		الما لما الما الما الما الما الما الما	[TINOY	nasch	em	نـت	03/	06/2019
CMS-104 (Rev. 104	/94) IL 301-0794	t		}] .		<u> </u>		. <u>.</u>		
Dis Mayes	4-24-19		MAR 2 8 2019							

16. (CONTINU	ED)					
% OF TIME	16. CON	MPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	ON ESSENTIAL FUNCTIONS (Continued)			
10%	4.	Collaborates in planning, implementation and evaluevel; establishes and maintains systems to monito the UI Act most directly related to ensuring the inteissuance of all notice/determinations.				
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.					
05%	6.	 Assumes responsibility for overall management of office operations in the absence of the manager or as directed. 				
05%	7.	Performs other duties as required or assigned whice enumerated above.	h are reasonably within the scope of the duties			
conductir	ng and sig	AND NUMBER OF IMMEDIATE SUPERVISOR (Responsil ning performance evaluations; effectively recommending a f this position.)	ole for assigning and reviewing work, preparing, nd imposing disciplinary action and adjusting grievances			
			WORKING TITLE (IF ANY)			
PSA, Opt. S	S1 3701	5-44-51-107-00-31	Local Office Manager			

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

SUPERVISOR OR ☐ LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

1. POSITION TITE	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE						
Existing Position										
New/Revised Position Employment S Field Office St			29	ss	13600-44-51-107-30-31		0-31			
3. AGENCY	ipervisor	4. BUREAU/ DIVISION	1		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9, OFFICE USE	
Existing Position										
New/Revised Position	t of Employment Security	Service Delivery/ Fie	ld Opera	tions	0	016	N	R		
10. SECTION		11. UNIT			12. TRAN CODE	SACTION	18	B. EFFECTIV	EUATE	
Existing Position								02/16/	/2019	
New/Revised Position	on/ Pilsen Local Office	Service Unit II				21 ESTAE		E CHANGI	E	
		15. BARGAINING/TERM	CODE	Rutan Exempt		24 POSIT	ION NU			
14. WORK LOCA Existing Position	TION	15. BARGAINING/TERM	CODL		☐ MCC	27 ADDIT	IONAL I			
						21 ABOL	ISH			
New/Revised Position 1700 W. 18 th	Street	RC062		N	☐ MC1	50 LATER	RAL REA	ARD REALLOCATION REALLOCATION REALLOCATION		
Chicago, IL % OF TIME	16 COMPLETE CURRENT	I FAND ACCURATE STATEME	NT OF PO	I OSITION ESS	L SENTIAL	FUNCT	IONS			
30%	Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.									
10%	 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. Establishes and maintains systems to monitor employee performance against office goals and 									
DIRECTOR OF	objectives which Peyser services production and and implements	n most directly affect the adi ; collaborates in developme budget indicators to monitor corrective action.	ministrati ent of offic product	on of Unem ce budget a	ploymeind cond goals ar	ucts fred d to ide	ance a quent entify p	reviews problem	oner- s of key s; plans	
1 71	// 07			br	1-Ju	em	· نستتر 	03/	06/2019 ———	
CMS-104 (Rev. 1	0/947 IL 401-0794	Marcial A	=11							
they May	0/947 IL 401-0794 W 4-26-19	MAR 2 8 2019								

16. (CONTINUI	ED)
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
10%	4. Collaborates in planning, implementation and evaluation of service delivery programs at the office level; establishes and maintains systems to monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the administration of services and the timely issuance of all notice/determinations.
10%	 Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.
05%	6. Assumes responsibility for overall management of office operations in the absence of the manager or as directed.
05%	 Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
	IN TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, and adjusting grievances

ng performance evaluations; eπectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY) PSA, Opt. SS1 37015-44-51-107-00-31 Local Office Manager

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

⊠ SUPERVISOR OR ☐ LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

1. POSITION TITLE WORKING TITLE (IF ANY) BILINGUAL CODE OPTION CODE OPTION CODE 2. POSITION NUMBER									
Existing Position		<u> </u>	CODE	OF HOR COI				······································	
New/Revised Position		 				_			
Employment S		29 SS		13600	-44-53-	105-3	0-31		
Field Office Su	ipervisor	4. BUREAU/ DIVISION			5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
3. AGENCY Existing Position	_,	4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.40011	USE
Existing Conton]	
New/Revised Position	of Employment Security	Service Delivery/ Field	Operation	ons	0	099	N	R	ĺ
10. SECTION	Of Employment Ocounty	11. UNIT	_		12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE
Existing Position					JOSE			02/16/	/2019
							L		
New/Revised Position	and Office	Service Unit II				21 ESTA			_
Metro South R	legion/ Joliet Local Office		<u></u>	Ruta		22 EXEM			
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE	Exer	pt 🛛 🖾 MC0	26 CLARI	FY		L CHANGE
Existing Position					☐ MC	28 WORK	COUN		
New/Revised Position						021 ABOLI 149 DOWN		REALLOC	ATION
Joliet, IL		RC062				150 LATER 158 UPWA			
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEME	NT OF P	OSITION E					
	Under general direction, pla								
30%	employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant								
3078	to reception/intake Exchange registrate agency services, s separation and not request or need in	, claims processing, bene tion process, vocational co uch as job development a nseparation adjudication i terpretive services.	fit claim ounselin and job p ssues. l	s and pay ng, job de placemen Jtilizes Sp	ment issu- velopment is to the bi panish lang	es resoli , job refe usiness guage to	utions erral, d comm assis	i, IL Lab coordina nunity ar st clients	oor ation of nd s who
30%	2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.								
10%	 Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of key production and budget indicators to monitor production against goals and to identify problems; plans and implements corrective action. 								
DIRECTOR OF	7.7	DIATE SUPERVISOR SIGNAT	URE		EAD SIGNA				DATE
Jan.	U forti	DECE 700	İ	TNOV	nasci	an	, بنت	03/	/06/2019
"/	() 27 13	DELLA COLLARS	L		3 <u>0</u> -	-			

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16. (CONTINUE	D)										
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENT	IAL FUNCTIONS (Continued)						
10%	4.	level; establishes a	and maintains systems to monitor of ectly related to ensuring the integrit	ffice pro	ervice delivery programs at the office ocesses in the application of sections of administration of services and the timely						
10%	5. Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and separation and nonseparation adjudication, including those of former office staff and close friends or relatives of current staff members. Utilizes Spanish language to assist clients who request or need interpretive services.										
05%	6.	Assumes responsi as directed.	bility for overall management of offi	ce oper	rations in the absence of the manager or						
05%	7.	Performs other dut enumerated above		are reas	sonably within the scope of the duties						
conductin	g and sigr	ND NUMBER OF IMN ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	gning and reviewing work, preparing, g disciplinary action and adjusting grievances						
				WORK	(ING TITLE (IF ANY)						
		4-53-105-00-01		Local	Office Manager						
18. CHECK TI	HE APPR	OPRIATE BOX IF THI	S POSITION IS A:								
⊠ SUPE	RVISOR	OR LEAD V	VORKER								
ti	me perce as checke it:	entage(s) allotted. ed above, list position	ponsibilities must be described in a title, position number, and number of su		, ,						
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies						
ES Program R			13650-44-53-105-31-01		2-5						
ES Program R		ittent	13651-44-53-105-31-01		2-5						
ES Service Re	en		13667-44-53-105-31-01	2.5							

Position Title	Position Number	No. of Incumbents or Funded Vacancies
ES Program Rep	13650-44-53-105-31-01	2-5
ES Program Rep Intermittent	13651-44-53-105-31-01	2-5
ES Service Rep	13667-44-53-105-31-01	2-5
ES Service Rep, SS	13667-44-53-105-31-31	2-5
40. 005014/1750 (0)00// 57.050		

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

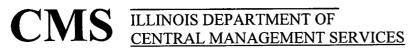
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

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1. POSITION TIT	LE			WORKING TITLE (IF	ANY)	BILINGUAL CODE		ION TITLE ON CODE	2. POS	ITION NU	MBER			
Existing Position	···-			-										
New/Revised Position Employment S Field Office S						29	,	SS	13600	-44-54-	107-5	0-31		
3. AGENCY	upei visoi			4. BUREAU/ DIVIS	SION		L		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position														
New/Revised Position IL Departmen	t of Empl	oyment Secur	ity	Service Delive	ry/ Fiel	d Opera	tions		0	045	N	R		
10. SECTION				11. UNIT					12. TRAN CODE	SACTION	13	3. EFFECTIV	E DATE	
Existing Position									02/16/2019					
New/Revised Position Northern Reg	ion/ North	n Aurora Loca	l Office	Service Unit III						21 ESTAE		E CHANG	E	
14. WORK LOCA	TION			15. BARGAINING	/TERM (CODE		Rutan Exempt		24 POSIT		MBER CH	ANGE	
Existing Position	KIION		_	13. BANGAINING	/ I LISIVI V	JOUL			☐ MC	27 ADDIT	IONAL I			
									☐ MD0	21 ABOLI	SH			
New/Revised Position North Aurora,	11			R	C062			N	☐ MC1	50 LATER	RAL REA	ALLOCATIO	N	
% OF TIME		PLETE CURR	ENT AND	ACCURATE STA	TEME	NT OF PO	OSITIO	ON ESS		58 UPWA FUNCTI		ALLOCATIO	, NC	
30%	services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.													
30%	2.	Provides guireassigns sta approves tim abreast of ch coordinates to supervision of	dance are aff to mee off; pre anges in the imple of a non-	vs and evaluates d training to ass et day-to-day ope epares and signs policy, procedu mentation of cor union supervisor	erating perfor res and rective to pro	staff; counceds; mance of program action; vide rele	unseli estab evalua m ope condi evant	s staff in s	egardir annual Conducts. Disc e-discip ation or	ng work goals ar cts meet usses p linary m assistar	performed objectings to the transfer of the tr	mance; ectives; o keep n areas gs unde	staff and r the	
10%	3.	objectives w	hich mos ces; colla nd budge ents corre		he adm lopmer ionitor	ninistration nt of offic producti	on of ce bu	Unemp dget ar	oloymer Id cond	nt Insura ucts fred	ince a quent	nd Wag reviews roblems	ner- of key s; plans	
DIRECTOR OF	MS SIGN	ATURE	IMMEDIA	TE SUPERVISOR S	SIGNAT	URE 7			SIGNAT				DATE	
Jane fo	rele in 1	om Losdon		عد نه نه سخت هما سد	 -		,,,	10-0	- Je	en		03/	06/2019	
CMS-104 (Rev.)10	0/94) 9L 401	-0794			-14									
this May	is H	26-19	K	MAR 2 8 2019	1 1 1									

16. (CONTINUE)	D)									
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI	AL FUNCTIONS (Continued)					
10%	4.	level; establishes a	nd maintains systems to monitor of ectly related to ensuring the integrit	fice pro	ervice delivery programs at the office cesses in the application of sections of administration of services and the timely					
10%	5.	issues, job searche former office staff a	es or referrals and separation and n	onsepa ent staf	potentially controversial claims, benefit ration adjudication, including those of f members. Utilizes Spanish language to					
05%	6.	Assumes responsit as directed.	oility for overall management of office	ce opera	ations in the absence of the manager or					
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.)										
				WORK	ING TITLE (IF ANY)					
PSA, Opt. SS	3701	5-44-54-107-00-31		Local (Office Manager					
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:							
SUPER	RVISOR	OR LEAD W	VORKER							
tir	me perce as checke	entage(s) allotted.	ponsibilities must be described in a title, position number, and number of su							
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies					
ESPR			13650-44-54-107-51-01		5					
ESPR, SS			13650-44-54-107-51-31 ·		1					
ESSR			13667-44-54-107-51-01		2					
			•							
	, ,									
PERFORM ABILITIES	MANCE C S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"					

Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSIT	ON CODE	2. POSI	TION NU	MBER		
Existing Position				1						
New/Revised Position Employment S Field Office St			29	,	SS	13600	-44-60-	101-4	0-31	<u> </u>
3. AGENCY	aper vioor	4. BUREAU/ DIVISION		.l		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position		Service Delivery/ Call C	enter O	perat	ions					
New/Revised Position	t of Employment Security	Service Delivery/ Field	Operation	ns		0	0 022 N			
10. SECTION	or Employment decurity	11. UNIT	,.			12. TRANSACTION 13. EFFECTIVE DATE				É DATE
Existing Position									02/16	/2019
Lombard Call	Center - Section A							<u> </u>		· · · · · ·
	perations/ Lombard Call ion A	Service Unit A-4				☐ MC0	21 ESTAE 22 EXEMI	PT COD		
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARI	FY		
Existing Position					. ====	MC0	27 ADDIT 28 WORK 21 ABOLI	COUN'	TY CHANG	Ε
New/Revised Position Lombard, IL		RC062			N	MC1	49 DOWN 50 LATER 58 UPWA	RAL REA	LLOCATION	NC
% OF TIME	16. COMPLETE CURRENT A	ND ACCURATE STATEMEN	NT OF PO	OSITIO	ON ESS					
30%	employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, IL Labor Exchange registration process, vocational counseling, job development, job referral, coordination of agency services, such as job development and job placements to the business community and separation and nonseparation adjudication issues. Utilizes Spanish language to assist clients who request or need interpretive services.									
	2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.									
3. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services; collaborates in development of office budget and conducts frequent reviews of ke production and budget indicators to monitor production against goals and to identify problems; plan and implements corrective action.									gner- s of key s; plans	
DIRECTOR OF	U forle	EDIATE SUPERVISOR SIGNAT	URE /		umo	SIGNAT		نۃ	-	OATE 06/2019
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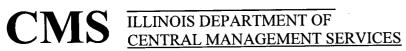
16. (CONTINUE	D)										
% OF TIME	OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)										
10%	level: establishes a	and maintains systems to monitor of ectly related to ensuring the integrit	ion of service delivery programs at the office ffice processes in the application of sections of ty of the administration of services and the timely								
10%	issues, job searche former office staff a	es or referrals and separation and n	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Spanish language to s.								
05%	Assumes responsil as directed.	bility for overall management of offi	ce operations in the absence of the manager or								
05%	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
***			WORKING TITLE (IF ANY)								
PSA, Opt. 1	37015-44-60-101-00-01		Call Center Manager								
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:									
tir	upervisory or lead worker res ne percentage(s) allotted. as checked above, list position	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
ES Program R	ер	13650-44-60-101-41-01	3-10								
ES Program R	ep, SS	13650-44-60-101-41-31	2-5								
			-								
PERFORM ABILITIES	MANCE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
in the social s unemployment and services of the community benefit service Requires abil	sciences, public or business nt insurance programs. Req required to meet client need inity; serve as technical infor es and to effectively commulity to use a personal computer.	administration and three years pro- quires thorough knowledge of the IL ls. Requires ability to understand a rmation resource to staff; analyze p inicate verbally and in written form; ter with related software programs.	of four years of college with major coursework fessional experience with employment and . Labor Exchange program, agency programs and respond to the changing employment needs problems and procedures to provide effective to train and supervise professional staff. Requires ability to speak and write the ies in conjunction with Spanish speaking								

clients.



1. POSITION TITE	E		WORK	WORKING TITLE (IF ANY) BILINGUAL CODE POSITION TITLE OPTION CODE 2. POSITION NUMBER							
Existing Position											
New/Revised Position					1						
Employment S					22	PO	13600	-44-60-	102-3	0-41	ļ
Field Office Su	ipervisor		4. BUF	REAU/ DIVISION	<u> </u>	J	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position					Center C	neration		COUNT	AUTH		
New/Revised Position				Service Delivery/ Call Center Operations					-	ł _	
IL Department	of Empl	oyment Securi	<u> </u>	ce Delivery/ Field	Operation	ons	0	022	N	R	
10. SECTION			11. UN	IIT			12. TRAN CODE	SACTION	13	3. EFFECTIV	E DATE
Existing Position										02/16/	2019
Lombard Call	Center- S	Section B				·	 		L		
Call Center Operations/ Lombard Call Center- Section B				ce Unit B-3			□ мсо	21 ESTAE 22 EXEM	PT COD		Ì
14. WORK LOCA	TION		15. BA	RGAINING/TERM C	ODE		empt 🗵 MC0	24 POSIT 26 CLARI	FY		
Existing Position							☐ MC	27 ADDIT 28 WORK 21 ABOLI	COUN		
New/Revised Position				RC062				49 DOWN 50 LATER			
Lombard, IL						1	`` мс₁	58 UPWA	RD REA		
% OF TIME	16. COM	IPLETE CURRE	NT AND ACC	URATE STATEME	NT OF P	<u>OSITION</u>	ESSENTIAL	FUNCTI	ONS		
Under general direction, plans and directs Employment Security programs and services for claimants and employers. Establishes and maintains systems to monitor employee performance against office goals and objectives which most directly affect the administration of Unemployment Insurance and Wagner-Peyser services. Collaborates in development of office budget; collaborates in planning, implementation and evaluation of service delivery programs at the office level; assumes responsibility for overall management of office operations in the absence of the manager or as directed. Utilizes Polish language to assist clients who request or need interpretive services. 1. Plans and directs Employment Security programs and services for claimants and employers relevant											
30%	1.	to reception/ir Exchange reg	ntake, claims pistration process, such as j d nonsepara	processing, beno cess, vocational of ob development tion adjudication	efit claim counselin and job :	s and pa ng, job de placeme	ayment issue evelopment, nts to the bu	es resoli job refe isiness (utions erral, c comm	, IL Lab coordina unity ar	or ition of id
30%	2. Plans, assigns, reviews and evaluates the work of subordinate staff; serves as a working supervisor. Provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; prepares and signs performance evaluations. Conducts meetings to keep staff abreast of changes in policy, procedures and program operations. Discusses problem areas and coordinates the implementation of corrective action; conducts pre-disciplinary meetings under the supervision of a non-union supervisor to provide relevant information or assistance.										
10%	3.	objectives wh	ich most dire es; collabora id budget ind	s systems to mon- ectly affect the ad ates in developme licators to monito e action.	ministrat ent of offi	ion of Ur ice budge	nemploymer et and cond	nt Insura ucts free	ince a quent	ind Wag reviews	ner- of key
DIRECTOR OF	MS/SIGN	ATURE	IMMEDIATE'S	UPERVISOR SIGNA			HEAD SIGNA				DATE
1 yan	U Jacki		i. Kar	مداد عمداد موسلاتين		Tro	masch	em	نت	03/	06/2019
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16. (CONTINUE) % OF TIME	D) 16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)					
10%		Collaborates in pla level; establishes a	nning, implementation and evaluati and maintains systems to monitor o ectly related to ensuring the integrit	on of service delivery programs at the office ffice processes in the application of sections of the administration of services and the timely					
10%	5.	issues, job searche former office staff a	es or referrals and separation and r	ficult or potentially controversial claims, benefit nonseparation adjudication, including those of rent staff members. Utilizes Polish language to s.					
05%	6.	Assumes responsit as directed.	pility for overall management of offi	ce operations in the absence of the manager or					
05%	7.	Performs other duti enumerated above	•	are reasonably within the scope of the duties					
conducting	and sigr			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
				WORKING TITLE (IF ANY)					
PSA, Opt. PC	01 3701	5-44-60-102-00-41		Call Center Manager					
18. CHECK TH	E APPR	OPRIATE BOX IF THI	S POSITION IS A:						
tir	uperviso ne perce as checke	ntage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a ubordinate incumbents or authorized funded					
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies					
ES Program R			13650-44-60-102-31-01	10-40					
ES Program R	ep, PO		13650-44-60-102-31-41	2-5					
PERFORN ABILITIES	MANCE C S AND LIC	F THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
Requires knowledge, skill and mental development equivalent to completion of four years of college with major coursework in the social sciences, public or business administration and three years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the IL Labor Exchange program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally and in written form; to train and supervise professional staff. Requires ability to use a personal computer with related software programs. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction with Polish speaking clients.									



1. POSITION TITE	E	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION OPTION	N TITLE CODE	2. POSI	TION NUI	MBER			
Existing Position												
New/Revised Position Employment S Program Representation				29	S	s	13650	-44-51-	101-2	1-31		
3. AGENCY	escritative		4. BUREAU/ DIVISIO	N			5. EXMT 6. WORK 7. A/I CODE COUNTY AUTH 8.AUDIT			9. OFFICE USE		
Existing Position									L.			
New/Revised Position		ritus	Service Delivery/	Field Ope	rations		0	016	Υ	R		
10. SECTION	of Employment Secui	ity	11. UNIT	<u> </u>			12. TRAN	SACTION	1:	3. EFFECTIV	/E DATE	
Existing Position			,				O2/16/2019					
									<u> </u>	02/10/	2013	
New/Revised Position Chicago Region	on/ Lawrence Local Of	Service Unit I		T F	Rutan	☐ MC0	21 ESTAE 22 EXEM 24 POSIT	PT COD				
14. WORK LOCA	TION		15. BARGAINING/TE	RM CODE		Exempt	⊠ MC0	26 CLARI	FY		L CHANGE	
Existing Position							☐ MC	28 WORK 21 ABOLI	COUN			
New/Revised Position			-				☐ MC1	49 DOWN	IWARD			
2444 West La	wrence		RC0	62		N		50 LATER 58 UPWA				
Chicago, IL % OF TIME	16. COMPLETE CURR	RENT AND	 ACCURATE STATEN	MENT OF F	OSITIO	N ESSI	ENTIAL	FUNCT	ONS			
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16. (CONTINUE					
% OF TIME			ACCURATE STATEMENT OF POSITION		
% OF TIME 20%	3.	Assists clients with various Security (IDES) and par Exchange system. Assemployers and hiring fa Exchange system for an employers; trains clients clients with information up on training programs referrals and need for a opportunities; assists with applicants and employers.	ous programs and services offered tner agencies. Assists or registers esses, researches and selects clie irs for job interviews; selects suital oplicants requiring services availab to use and interpret self-assessman regarding training programs or sel	I by the II I job seel I job seel I stills, I job op I job op I throug I th	llinois Department of Employment kers and employers using the IL Labor refers clients to training programs or benings as listed in the IL Labor gh computer programs and contacts ational exploration tools; provides and job interview procedures; follows vice from IDES to determine status of the ements; as directed, solicits job and firing fairs. Coaches both Exchange System. As directed,
			to fairs and worksites. Utilizes Sp		iguage to assist clients who request or
10%	4.	routine, initial or continu written determinations;	conducts reconsidered determinat	s, and exions and	iding eligibility determinations for xplains case disposition; provides accepts appeals. As directed, performs a other than the primary assigned office.
10%	5.	clients with more compl Conducts employment v claims; processes data extracts and utilizes dat	ex or specialized issues and/or se workshops to enhance client emplo from file construction and mainten	rvice nee byability. ance for	s related to a specific job referral; referseds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
05%	6.	Establishes and maintai	ins activity reports to demonstrate	work act	ivity and detail time charging.
05%		enumerated above.	s required or assigned which are r		•
conducting	g and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		ning and reviewing work, preparing, disciplinary action and adjusting grievances
				WORKII	NG TITLE (IF ANY)
Employment	Sec	urity Field Office Supervi	sor 13600-44-51-101-20-01		
18. CHECK TH	IE A	PPROPRIATE BOX IF THIS	S POSITION IS A:		
SUPE	RVIS	OR OR □ LEAD W	ORKER		
NOTE: S	upei	visory or lead worker resp	oonsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
		ercentage(s) allotted.	Ale medition number and number of a	hordinat	incumbants or outhorized funded
headcoun		necked above, list position ti	tle, position number, and number of s	ubordinati	e incumbents of authorized funded
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	IZED	KNOWI EDGES SKILLS	ARII ITIES LICENSLIRE OR CERTIEI	CATION	NECESSARY FOR THE SUCCESSFUL
PERFORI ABILITIES CAN NO I	MAN S AN LON	CE OF THE WORK OF THI D LICENSURE OR CERTIF GER BE USED.	S POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDA	ARE NO	W SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"
Requires kno	wle	dge, skills and mental de	velopment equivalent to four years		
social/behavi					experience as a department intermittent

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



Existing Position New/Revised Position Employment Security Program Representative 22 PO 13650-44-51-101-31-41	1. POSITION TIT	LE	WOR	KING TITLE (IF	ANY)	BILINGUAL CODE	POSITION TIT	LE 2. POS	ITION NU	MBER				
Employment Security Program Representative 4. BUREAU/DIVISION 5. CONTROL 1. Section 1. Department of Employment Security Service Delivery/ Field Operations 1. Department of Employment Security Service Unit II 1. UNIT 5. TRANSACTION 1. SECTION 1. Lawrence Local Office Service Unit II 1. Was a service Program Representative 1. Service Unit II 1. Was a service Service Unit II 1. Was a service Service Unit II 1. Was a service Service Conservation 1. Was a service Service Unit II 1. Was a service Service Service Service Service Service Unit II 1. Was a service Service Service Unit II 1. Was a service Service Service Service Service Service Unit II 1. Was a service Service Service Service Unit II 1. Was a service	Existing Position	* 44.07			50.5									
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IL Department of Employment Security Service Delivery Field Operations 11. UNIT 11. SECTION 11. UNIT 11. SECTION 11. UNIT 12. TRANSCETION 12. TRANSCETION 13. EMPERITMENT OF CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 17. Under general supervision, for an assigned area, assesses and addresses client tumemployment insurance benefits, including but not limited to interstate, military and other federal or there feed to 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 of fice. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Utilizes Polish language to assist clients with or request or need is 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. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides referrals, placement and follow-up services on available job orders or training programs loads and extracts claims date 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. 25% 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 unemp	Existing Position													
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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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE WAR 2 8 20:3 MAR 2 8 20:3		conducts benefit right nonseparation benefit applicants, provides reloads and extracts claneeds to relevant offit these duties for assig Travels to fairs and we services. 1. Assesses and adservices related to interstate with clients to device discern employment provides informate use of the IL Labethe registration pand reviews for comprograms. As directly other than the printerpretive services related to the registration pand reviews for comprograms. As directly other than the printerpretive services related to the registration pand reviews for comprograms.	ts interview to claim issue ferrals, paims data ce or partigued works worksites. In the control of the process to compliance ected, per imary assices.	ws; provides ues. Using placement ar using autom ner staff; est sites within the utilizes Polis lient Unemplessing of clay and other from the placement of a silable job trage system, of a cilitate ree a; explains of forms these igned office.	orientation the IL Laind follow- nated system ablishes the service the languar system and the complete the co	on and cloor Exchiup service terms; refeand maine delivering to assurance inemploy trade reacce claims ovides or educes relevant; assist and reservational and colish land	arifies eli ange sys es on av ers clients tains act y area oth sist clients e and Wa ment ins adjustme is monetar ientation cational p nt service ts in the f sponsibilit d worksit guage to	gibility factern, selectern, sele	tors; adjusts suital orders orders oplex issuital orders or reserved or reserv	ce ne di litty far search to be ice de contra litty far search to be ice de contra litty eligible de contra litty eligibl	tes o openin ining pro ind/or se d, perfor signed o nterpreti eds. Pro ng but n nts inter gibility an actors; mation o coaches n action enefits elivery an est or ne	ngs for ograms; ervice ms office. ive ovides ot views and on the s in plan rea eed		
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 OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued) Assists clients with various programs and services offered by the Illinois Department of Employers Security (IDES) and partner agencies. Assists or registers job seekers and employers using the Exchange system. Assesses, researches and selects client skills; refers clients to training programs and hiring fairs for job interviews; selects suitable job openings as listed in the IL Exchange system for applicants requiring services available through computer programs and employers; trains clients to use and interpret self-assessment vocational exploration tools; proclients with information regarding training programs or selected jobs and job interview procedure on training programs or job orders for employers requesting service from IDES to determine 	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of										
referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services.											
4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determination routine, initial or continued claims; investigates, researches, and explains case disposition; prowritten determinations; conducts reconsidered determinations and accepts appeals. As directed these duties for assigned worksites within the service delivery area other than the primary assigned.	ovides ed, performs										
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05% 6. Establishes and maintains activity reports to demonstrate work activity and detail time chargin 05% 7. Performs other duties as required or assigned which are reasonably within the scope of the details of the											
enumerated above.											
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, prepare conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting for the incumbent of this position.)	aring, ng grievances										
WORKING TITLE (IF ANY)											
Employment Security Field Office Supervisor 13600-44-51-101-30-01											
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:											
☐ SUPERVISOR OR ☐ 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 fur headcount:	nded										
Position Title Position Number No. of Incumbents or Funde	d Vacancies										
N/A AD EDECIALIZED KNOWLEDGES SKILLS ADJUTIES LICENSLIDE OF CERTIFICATION NECESSARY FOR THE SLICE	CECELII										
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCEPERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF S ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECICAN NO LONGER BE USED.	KILLS AND FICATION"										
Requires knowledge, skills and mental development equivalent to four years college with academic background											
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department staff member and a minimum of two years college credits completed with passing grades in social/behavioral sc											
business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employ	ees, in the										
employee Upward Mobility Program may complete combinations of specific proficiency tests and training program to a certificate of proficiency. Requires working knowledge of those provisions of the Unemployment Insurance											

16 (CONTINUED)

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



Existing Position	NO TITLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE									
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New/Revised Position Employment S Program Repr				29	SS	13650)-44-51-	102-3	31-31	
3. AGENCY			4. BUREAU/ DIVISION	L		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
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New/Revised Position	t of Employment Secur	it.	Service Delivery/ F	ield Oper	ations	0	016	Υ	R	
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New/Revised Position									02/10	
	on/ 71st Street Local O	ffice	Service Unit II			🗀 мсс	21 ESTAE 22 EXEM	PT COD		
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Chicago, IL % OF TIME	16. COMPLETE CURR	CNIT AND	ACCUDATE STATES	ENT OF PO	SELECTION 5					
	and Wagner-Peyser s insurance benefits, in conducts benefit right nonseparation benefi applicants, provides r	cluding buts intervievent claim isset of the claim isset of the claim isset of the claim is the	ut not limited to inter ws; provides orienta ues. Using the IL L	state, milit tion and cl abor Exch	ary and o arifies eli ange sys	other feder gibility fac tem, selec ailable job	ral or tra tors; adj cts suitat oorders	de rea udica ole job or trai	adjustm ites o openir ining pro	ent; ngs for ograms;
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16. (CONTINUED)							
% OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)							
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.							
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.							
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.							
6. Establishes and maintains activity reports to demonstrate work activity and detail time charging.							
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.							
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)							
WORKING TITLE (IF ANY)							
Employment Security Field Office Supervisor 13600-44-51-102-30-01							
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:							
☐ SUPERVISOR OR ☐ LEAD WORKER							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a							
time percentage(s) allotted.							
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:							
Position Title Position Number No. of Incumbents or Funded Vacancies							
N/A							
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.							
Requires knowledge, skills and mental development equivalent to four years college with academic background in							
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or							
business; or four years (6,000 work hours) as a department intermittent staff member; or qualifying state employees, in the							

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



1. POSITION TIT	LE	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE OPTION CODE		ON TITLE	2. POSITION NUMBER							
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Chicago, IL		NC002			14	∐ MC1	58 UPWA	KU KEA	ALLOGATIC	אכ		
% OF TIME	16. COMPLETE CURR	ENT AND	ACCURATE	STATEME	NT OF PO	OSITIO	N ESS	ENTIAL	FUNCT	ONS		
	Under general super	vision, for	an assigne	ed area, as	sesses a	nd ad	dresse	s client	Unemp	loyme	ent Insu	rance
	and Wagner-Peyser	service ne	eds. Provid	des service	es related	to the	e proce	essing (of claims	s for u	inempio Idiustm	yment ont:
	insurance benefits, in conducts benefit right	icluding bi	ut not iimite	ea lo inters es orientati	iale, milli on and c	lary ar Iarifias	ia oirit : Aliaih	ility fact	arurua hors: adi	ue rec	aujusiiii tes	ent,
	nonseparation benefit	it claim iss	ws, provide ues Usino	n the II I a	bor Exch	ange	svsten	n selec	ts suitat	ole iob	openin	as for
	applicants, provides	referrals. r	placement a	and follow-	up servi	ces on	availa	ble iob	orders	or trai	ning pro	grams;
	loads and extracts cla	aims data	using auto	mated sys	tems; ref	ers cli	ents w	ith com	plex iss	ues a	nd/or se	ervice
	needs to relevant offi	ce or parti	ner staff; es	stablishes	and mair	ntains	activity	/ report	s. As dii	ected	l, perfor	ms
	these duties for assig	ned work	sites within	ites within the service delivery area other than the primary assigned office								ffice.
		vorksites.	Itilizes Chinese language to assist clients who request or need interpretive								etive	
	services.											
25%	1. Assesses and ac	ldresses c	lient Unem	nt Unemployment Insurance and Wagne					er servi	ce ne	eds. Pro	ovides
	services related t	to the proc	processing of claims for unemployment insurate					nce bei	nefits, in	cludir	ng but n	ot
			itary and other federal or trade readjustment. (
	with clients to de	termine ur	nemployme	ent insuran	ce claim:	s mon	etary a	and non	moneta	ry elig	jibility a	nd
	discern employm	ent histor	y and work	status; pro	ovides or	ientati	on and	ciaritie	es eligib erovidos	HITY TA	ctors;	on the
	provides informa use of the IL Lab	tion on av	aliable job ide system	training an	a/or eau: es releva	nt ser	ai prog vices f	or the a	nnlican	and	coaches	s in
1	the registration p	rocess to	facilitate re	emplovme	nt: assis	ts in th	ne forn	nation c	of work s	earch	action	plan
	and reviews for o	compliance	e: explains	client right	s and re	spons	ibilities	as the	y pertair	to be	enefits	•
	programs. As dire	ected, per	forms thes	e duties fo	r assigne	ed wor	ksites	within t	he servi	ce de	livery a	rea
	other than the pr		gned office	e. Utilizes (Chinese I	angua	age to	assist c	lients w	ho red	quest or	need
	interpretive servi	ces.										
25%	2. Performs function	ne related	to receint	review en	try analy	vsis ar	nd reso	olution (of all typ	es of	routine.	
2576	complex and spe	cial claim	s on benefi	it entitleme	nt progra	ams a	dminis	tered b	v the Illin	nois D	epartm	ent of
	Employment Sec	curity (IDE	S). Loads	and extrac	ts claims	data	using	automa	, ited syst	ems i	ncluding	g but
	not limited to the	Illinois Be	nefit Inforn	nation Sys	tem (IBIS	S), Illin	ois Jo	b Link (IJL) and	Gen	Tax. As	
	directed, perform		uties for as	signed wo	rksites w	ithin th	ne ser	vice del	ivery are	ea oth	er than	the
	primary assigned	d office.										
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16. (CONTINUE	D)					_				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)					
20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Chinese language to assist clients who request or need interpretive services.									
10%	4.	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 mainta	ins activity reports to demonstrate	work ac	tivity and detail time charging.					
05%		enumerated above.	as required or assigned which are r							
condúcting	g and		MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grievance	es				
				WORK	NG TITLE (IF ANY)					
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		PPROPRIATE BOX IF THI		<u>!</u>						
SUPE	RVIS	OR OR LEAD W	VORKER							
		visory or lead worker res ercentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a					
	If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded									
	Pos	sition Title	Position Number	1	No. of Incumbents or Funded Vacancies	3				
N/A ·										
19. SPECIALI PERFORM ABILITIES	MAN S AN	CE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"					
Requires knowledge, skills and mental development equivalent to four years college with academic background in										

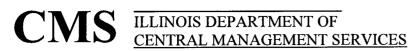
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed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



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Chicago, IL % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemploym and Wagner-Peyser service needs. Provides services related to the processing of claims for insurance benefits, including but not limited to interstate, military and other federal or trade reconducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudice nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable jo applicants, provides referrals, placement and follow-up services on available job orders or frest loads and extracts claims data using automated systems; refers clients with complex issues in needs to relevant office or partner staff; establishes and maintains activity reports. As directed these duties for assigned worksites within the service delivery area other than the primary as Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service mesorices. 25% 25% 25% 25% 25% 25% 25% 25	ALLOCATION	ALLOCAT	L REA	AL RE	50 LATER	☐ MC1	N			RC062						
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and Wagner-Peyser service needs. Provides services related to the processing of claims for insurance benefits, including but not limited to interstate, military and other federal or trade re conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudication negaration benefit claim issues. Using the IL Labor Exchange system, selects suitable jo applicants, provides referrals, placement and follow-up services on available job orders or trace and sand extracts claims data using automated systems; refers clients with complex issues needs to relevant office or partner staff; establishes and maintains activity reports. As directed these duties for assigned worksites within the service delivery area other than the primary as Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or nee services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service not services related to the processing of claims for unemployment insurance benefits, included limited to interstate, military and other federal or trade readjustment. Conducts benefit right clients to determine unemployment insurance claims monetary and nonmonetary eligibility for provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information process to facilitate reemployment; assists in the formation of work search and reviews for compliance; explains client rights and responsibilities as they pertain to the programs. As directed, performs these duties for assigned worksites within the service dother than the primary assigned office. Utilizes Spanish language to assist clients who reinterpretive services. 25% 2. Performs functions related to receipt, review, entry, analysis and resolution of all types of complex and special claims on benefit entitlement programs administered by the	ent Incur	ent Inc	NS Nm	UNS Iovm	LIDENT	ENTIAL	ON ESS	POSITION OF	NT OF P	ACCURATE STATEMEN	ENT AND A	TE CURR	COMP	16.	% OF TIME	
complex and special claims on benefit entitlement programs administered by the Illinois Employment Security (IDES). Loads and extracts claims data using automated systems not limited to the Illinois Benefit Information System (IBIS), Illinois Job Link (IJL) and Ger directed, performs these duties for assigned worksites within the service delivery area of primary assigned office. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE HAR 29 233	b opening aining progrand/or ser d, perform signed off d interpreseeds. Proving but no phts intervigibility anactors; rmation of coaches the action propenefits elivery are equest or resident of the coaches of the coaches elivery are equest or resident or resident of the coaches of the coach	b openining properties of the control of the contro	nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job oper applicants, provides referrals, placement and follow-up services on available job orders or training loads and extracts claims data using automated systems; refers clients with complex issues and/or needs to relevant office or partner staff; establishes and maintains activity reports. As directed, per these duties for assigned worksites within the service delivery area other than the primary assigned Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interservices. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. It is services related to the processing of claims for unemployment insurance benefits, including but limited to interstate, military and other federal or trade readjustment. Conducts benefit rights in with clients to determine unemployment insurance claims monetary and nonmonetary eligibility discern employment history and work status; provides orientation and clarifies eligibility factors provides information on available job training and/or educational programs; provides information use of the IL Labor Exchange system, determines relevant services for the applicant and coach the registration process to facilitate reemployment; assists in the formation of work search action and reviews for compliance; explains client rights and responsibilities as they pertain to benefit programs. As directed, performs these duties for assigned worksites within the service delivery other than the primary assigned office. Utilizes Spanish language to assist clients who request													
MAR 20 27 Thomas Chan	complex and special claims on benefit entitlement programs administered by the Illinois Department Employment Security (IDES). Loads and extracts claims data using automated systems including 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							25%								
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16. (CONTINUE	D)									
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)						
	3.	Assists clients with vari Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists w applicants and employe performs these duties if	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services availables to use and interpret self-assessman regarding training programs or select or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	I by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or one job openings as listed in the IL Labor one through computer programs and contacts the intervent vocational exploration tools; provides extend jobs and job interview procedures; follows esting service from IDES to determine status of order placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary anish language to assist clients who request or						
10%	4.	Adjudicates monetary a routine, initial or contin written determinations;	dicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for the, initial or continued claims; investigates, researches, and explains case disposition; provides the determinations; conducts reconsidered determinations and accepts appeals. As directed, performs the duties for assigned worksites within the service delivery area other than the primary assigned office.							
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	olex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	d attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service						
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.						
05%		enumerated above.		easonably within the scope of the duties						
conducting	g and			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances						
			The second secon	WORKING TITLE (IF ANY)						
Employment	Sec	urity Field Office Superv	risor 13600-44-51-107-20-31							
		PPROPRIATE BOX IF TH								
☐ SUPE	RVIS	SOR OR LEAD V	VORKER							
		rvisory or lead worker res percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a						
	as cl		title, position number, and number of s	ubordinate incumbents or authorized funded						
	Po	sition Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A										
PERFORI ABILITIES	MAN S AN	CE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires kno	wle		evelopment equivalent to four years	s college with academic background in						

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

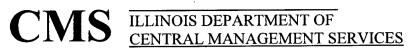


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New/Revised Position Employment S Program Repr				29		SS	13650	-44-51-1	107-3	1-31	
3. AGENCY	COCINCIIVO		4. BUREAU/ DIVISION		1		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
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New/Revised Position	t of Employment Secur	-:4. ,	Service Delivery/ F	ield Opera	ations	3	0	016	Υ	R	
IL Departmen 10. SECTION	t of Employment Secur	щу	11. UNIT				12. TRAN	SACTION	1:	I 3. EFFECTIV	E DATE
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	on/ Pilsen Local Office		Service Unit II					21 ESTAB 22 EXEMP		E CHANGE	Ē
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						☐ MD0	21 ABOLIS	SH			
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Chicago, IL								58 UPWA		ALLUCATIO	/N
6 OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PC	OSITIO	ON ESS	ENTIAL	FUNCTI	ONS	l	
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16. (CONTINUE	.D)								
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued) by the Illinois Department of Employment					
20%	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 mainta	ins activity reports to demonstrate	work activity and detail time charging.					
05%	7.	enumerated above.		reasonably within the scope of the duties					
conducting	g and			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances					
				WORKING TITLE (IF ANY)					
Employment	Sec	urity Field Office Supervi	isor 13600-44-51-107-30-31						
		PPROPRIATE BOX IF THIS							
		<u></u>							
_									
			ponsibilities must be described in a	detailed duty statement(s) with a					
	as ch	percentage(s) allotted. hecked above, list position ti	itle, position number, and number of s	ubordinate incumbents or authorized funded					
		sition Title	Position Number	No. of Incumbents or Funded Vacancies					
N/A									
19. SPECIALI				ICATION NECESSARY FOR THE SUCCESSFUL					
ABILITIES	S AN			ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"					
Requires kno	owled	dge, skills and mental dev		s college with academic background in					
social/behavi	ioral	sciences or business; or	r requires two years (3,000 work ho	ours) of experience as a department intermittent					
				assing grades in social/behavioral sciences or					
				f member; or qualifying state employees, in the					
				proficiency tests and training programs leading ons of the Unemployment Insurance (UI) Act					
impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and									

identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.



New/Revised Position Service Unit Service Uni	1. POSITION TITI	LE	WORK	ING TITLE (IF ANY)	BILINGU	AL POS	ITION TITLE TON CODE	2. POS	TION NU	MBER		
Employment Security Program Representative 4. BUREAU/ DIVISION 5. POWN SCHOOL ALL SATION 21-31 10. SECTION 10. MADDI SECTION 10. SECTION 10	Existing Position											
3. AGENCY 4. BUREAU/DIVISION 5. EVALUATE TO THE PROBLEM POWER 11. Department of Employment Security Service Delivery/ Field Operations 0 0 016 Y R 10. SECTION 11. UNIT 0. SECTION 11. UNIT 0. SECTION 12. TRANSACTION 13. BARGAINING/TERM CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. MACCOS WARD 16. MACCOS	Employment S				29		SS	13650	-44-53-	101-2	1-31	
Department of Employment Security Service Delivery/ Field Operations 0 016 y R 10 SECTION 11. UNIT 12. EFFECTIVE DATE 12. TRANSACTION 12. EFFECTIVE DATE 10. SECTION 11. UNIT 12. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 12. EFFECTIVE DATE 13. TRANSACTION 13. EFFECTIVE DATE 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE Rain 14. WORK LOCATION 15. BARGAINING/TERM CODE 14. WORK LOCATION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION 14. SECTION ON LOCATION 14. SECTION ON LOCA	3. AGENCY	Coentative	1	4. BUREAU/ DIVIS	ION			5. EXMT CODE	6. WORK COUNTY		8.AUDIT	9. OFFICE USE
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Metro South Region/ Harvey Local Office Service Unit I		t of Employment Secu	rity					12. TRAN		1		E DATE
Metro South Region/ Harvey Local Office Service Unit I						·		CODE		_		
Metro South Region/ Harvey Local Office Service Unit											02/16/	2019
15. BARGAININGTERM CODE Exempt Statistical Position Statisti	New/Revised Position Metro South R	Region/ Harvey Local (Office	Service Unit I				∐ MC0	22 EXEM	PT COD		
Mode	14. WORK LOCA	TION		15. BARGAINING/	TERM CODE			⊠ MC0	26 CLARI	FY		
RC062 N Mc149 DOWNWARD REALLOCATION Harvey, IL RC062 N Mc169 DATE DA	Existing Position											
Harvey, IL RC062 N MC150 LATERAL REALLOCATION	Now/Povised Besition						ļ		21 ABOLI	SH		
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. 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 available job training and/or educational programs; provides information on available job training and are evices for the applicant and coaches in the registration proroces 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.		RC062 I						MC1	50 LATER	RAL REA	LLOCATIO	ON
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. 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 assig	% OF TIME	16. COMPLETE CURF	RENT AND A	CCURATE STAT	EMENT OF	POSITI	ON ESS	ENTIAL	FUNCTI	ONS		
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. 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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE JUNE JUNE JUNE JUNE JUNE JUNE JUNE JUNE	25%	nonseparation benef applicants, provides loads and extracts of needs to relevant off these duties for assignavels to fairs and viservices. 1. Assesses and as services related limited to intersta	it claim issi referrals, p laims data i ice or partr gned works worksites. U ddresses cl to the proc ate, military	ues. Using the li lacement and for using automated her staff; establishites within the se Jtilizes Spanish I ient Unemploymessing of claims and other feder	L Labor Ex llow-up ser systems; hes and m ervice deliv anguage to tent Insura for unemp al or trade	changervices of refers of aintain rery are a assis assis assis assis assis are an alloymer readjustic and a second a second and a second a second and a second and a second and a second and a second an	e systen on availa clients w s activity ea other t clients d Wagn nt insura stment.	n, selectable job vith coming reported than the who reduced er-Peysonce bear Conductor	ts suitale orders of the primale of	ole job or trai ues a rected ry ass need ce ne ce ne	o opening production of the control	ograms; ervice ms ffice. etive ovides ot views
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thomas Chan 03/22/2019	25%	complex and spe	ecial claims	on benefit entitle). Loads and e	ement pro xtracts clai	grams ms dat 3IS), III	adminis a using inois Jo	tered by automa b Link (y the Illin Ited syst IJL) and	nois D tems i I Gen	epartm ncluding	ent of g but
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transfer to the energy of the	y	not limited to the directed, perform primary assigned	e Illinois Be ns these du d office.	ities for assigned	d worksites	AGEN	CY HEAL	O SIGNAT	URE		er than	DATE

16. (CONTINUE	D)									
% OF TIME		ACCURATE STATEMENT OF POSITION E								
% OF TIME 20%	3. Assists clients with various programs and services offered by the Illinois Department of Employment Security (IDES) and partner agencies. Assists or registers job seekers and employers using the IL Labor Exchange system. Assesses, researches and selects client skills; refers clients to training programs or employers and hiring fairs for job interviews; selects suitable job openings as listed in the IL Labor Exchange system for applicants requiring services available through computer programs and contacts employers; trains clients to use and interpret self-assessment vocational exploration tools; provides clients with information regarding training programs or selected jobs and job interview procedures; follows up on training programs or job orders for employers requesting service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities; assists with the planning, recruitment, and execution of hiring fairs. Coaches both applicants and employers in the use of self-service of the IL Labor Exchange System. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services.									
10%	4. Adjudicates monetary and nonmonetary benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches, and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeals. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.									
10%	5. Advises clients on work attitudes, habits, relationships and attire as related to a specific job referral; refers clients with more complex or specialized issues and/or service needs to relevant office or partner staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims; processes data from file construction and maintenance for all relevant IDES automated data files; extracts and utilizes data. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office.									
05%	6. Establishes and mainta	ains activity reports to demonstrate v	vork activity and detail time charging.							
05%	7. Performs other duties a enumerated above.	as required or assigned which are re	asonably within the scope of the duties							
conducting			or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
		isor 13600-44-53-101-20-01								
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:								
☐ SUPE	RVISOR OR LEAD V	VORKER								
		ponsibilities <u>must</u> be described in a d	detailed duty statement(s) with a							
	me percentage(s) allotted.	title manitime mumber and mumber of au	hardinata ingumbanta ar authorizad fundad							
headcoun	t:	•	bordinate incumbents or authorized funded							
NI/A	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A 19. SPECIAL	ZED KNOWLEDGES SKILLS	ABILITIES, LICENSURF OR CERTIFIC	ATION NECESSARY FOR THE SUCCESSFUL							
PERFORI ABILITIES CAN NO I	MANCE OF THE WORK OF THE SAND LICENSURE OR CERTILLONGER BE USED.	IS POSITION. NOTE: SINCE THERE A	ARE NOW SEVERAL OPTIONS OF SKILLS AND DS, THE PHRASE "SAME AS SPECIFICATION"							
Requires kno	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									
JUDIAN DUNAY	T. E. COLOLIDOS OF BUSINESS, U	I gan oo in a yaara (a,aaa mark nat	, a. arpariana do di dopuninioni intornittorit							

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



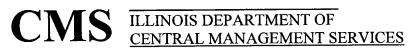
CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITL	E	WORK	ORKING TITLE (IF ANY) BILINGUAL POSITION TO OPTION CO			TION TITLE	TILE 2. POSITION NUMBER				
Existing Position	- M V		·	CODE	1 000	OH CODE	13650	-44-53-2	220-4	2-31	
New/Revised Position Employment S Program Repre				29		SS	13650	-44-53-	104-10	0-31	
3. AGENCY	csentative		4. BUREAU/ DIVISION	<u> </u>			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position				-							
New/Revised Position		•	Service Delivery/ Fi	ield Oper	ation	s	0	016	Υ	R	
10. SECTION	of Employment Secur	ity	11. UNIT				12. TRANSACTION 13. EFFECTIVE DAT				
Existing Position							CODE		_	07/40/	2040
Metro South R	egion		Employment Service	es ———						07/16/	2018
New/Revised Position Metro South R	egion/ Burbank Local	Office						21 ESTAB 22 EXEM		E CHANGE	
			15. BARGAINING/TERM	4 CODE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARII	IUN NUI		
14. WORK LOCAT	ION		15. BARGAINING/TERM	VI CODE			☐ MC0	27 ADDIT 28 WORK	IONAL II		
							☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062	! :		N	☐ MC1	49 DOWN 50 LATER	AL REA	LLOCATIO	ON
Maywood, IL % OF TIME	16. COMPLETE CURRI	ENT AND A	t		OSITIO	ON FSS		58 UPWA FUNCTI		LLOCATIO	N.
% OF TIME	Under general superv	ision, for	an assigned area, as	sesses a	and a	ddresse	s client	Unemp	ioyme	nt Insu	rance
	and Wagner-Peyser s	service ne	eds. Provides service	es related	d to th	ne proce	essing (of claims	s for u	nemplo	yment
	insurance benefits, in	cluding bu	it not limited to inters	tate, mili	tary,	other fe	deral o	re: adiu	eadjus dicate	stment; se minor	
	conducts benefit right benefit claim issues.	Through t	s; provides orientation	n and dia or Excha	nae s	vstem.	matche	s candi	dates	to iob	
	openings, provides re	ferrals, pl	acement and follow-૫	up servic	es or	ı availat	ole job d	orders o	r train	ing prog	grams;
	processes and extract	ts data us	ing automated data s	systems;	refer	s clients	s with c	omplex	issues	s and se	ervice
	needs to the appropri	ate office	or partner staff; establishes and maintains activity reports. As needed,								
	performs these duties	s for assig	igned worksites within the service delivery area, other than the primary rpretive services for Spanish speaking clients.								
	•										
25%	 Using the Sp 	anish lang	guage when necessa	ry, interv	iews	clients t	o deter	mine un	emplo	yment	
	insurance cla	ims mone	etary eligibility and dis	scern em	ployn	nent his	tory an	d work s	itatus;	provide on the	3S
	information o	n availabl	e job training and/or ge system, determine	educatio es annro	nai pi oriate	ograms service	s; provide for the	es mior applica	mano int an	d coach	es in
	the registration	on process	s to facilitate self-serv	vice: ass	ists ir	the for	mation	of work	searc	h actior	ı plan
	and reviews	for compli	ance; explains rights	and resp	onsil	bilities o	n bene	fits prog	rams.		
				م برمامید م	nd or	social of	aime ar	henefit	entitle	oment	
25%	2. Takes and pr	ocesses a ministerec	all types of routine, co I by IDES; process cl	lient vou	chers	or eliqil	bility for	ms for t	arget	funded	or tax
	incentive pro	grams. Lo	pads and extracts da	ta from a	utom	ated sy	stems.		J		,
		•••				4 P. 1D.	EC and	nartnar	aaan	sioe usi	na the
20%	3. Assists client	s with var	ious programs and sen n necessary. Assists	ervices o	mere ters i	ob seek	ers and	partitei Lemplov	ers u	sina the	IIG tile
	Labor Excha	nae syste	m. Assesses client s	kills, res	earch	es and	modifie	s the sk	ills to	match t	:he
	Labor Exchange system. Assesses client skills, researches and modifies the skills to match th client; refers clients to employers and hiring fairs for job interviews; selects appropriate job										
	openings as	listed in IL	Labor Exchange sy	stem for	appli	cants re	quiring	services	s avail	lable thi	ough
	computer pro	ograms an	d contacts employers procedures; follows u	s; provid:	es cli	ents Wit re for A	n intorri molovei	ialion re	stina s	ng selet service	from
	IDES to dete	rmine stat	brocedures, lollows t tus of referrals and n	eed for a	dditic	nal refe	errals; v	erifies a	nd rec	cords	
1	placements:	us of referrals and need for additional referrals; verifies and records d, solicits job opportunities; assists with the planning, recruitment, and									
	execution of	rs. Coaches both applicants and employers in the use of self-service of					the IL				
	Labor Excha	em. Travels to fairs a	ına works	sites.							
DIRECTOR OF C	MS SIGNATURE	TE SUPERVISOR SIGNAT	TURE	AGEN	CY HEAD		. 4			DATE	
1.1.	MISE	AUG 0.8 som		<	二次	D D	May	l-	07/3	31/2018	

				<u> </u>						
16. (CONTINUED) % OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)										
10%	- "	Adjudicates minor l	benefit claim issues, providing eligi nvestigates, researches, and expla	bility determinations for routine, initial or lins case disposition; provides written s and accepts appeal when appropriate.						
10%	5.	relationships and a service to fellow off Assists clients with								
05%	6.	Establishes and ma	aintains activity reports to demonst	rate 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.									
conducting	g and sign	AND NUMBER OF IMM ning performance eval of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, I imposing disciplinary action and adjusting grievances						
	WORKING TITLE (IF ANY)									
PSA, Opt. 1	37015	-44-53-104-00-01		Local Office Manager						
18. CHECK TH	IE APPR	OPRIATE BOX IF THE	IS POSITION IS A:							
☐ SUPE	RVISOR	OR 🗌 LEAD V	VORKER							
ti	me perce as check	entage(s) allotted.	sponsibilities must be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded						
	Position	n Title	Position Number	No. of Incumbents or Funded Vacancies						
N/A										
				•						
PERFORI ABILITIES	MANCE (S AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires knowledge, skills and mental development equivalent to four years college with academic background in social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department intermittent staff member. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI and employment service needs. Requires the ability to effectively communicate with employers and/or clients; determine an effective work search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent										

information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in

carrying out position duties in conjunction with Spanish speaking clients.



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITIO	ON TITLE N CODE	2. POSITION NUMBER				
Existing Position											
New/Revised Position Employment Security Program Representative			29 SS			13650-44-53-104-31-31					
3. AGENCY		4. BUREAU/ DIVISION				5. EXMT 6. WORK CODE COUNTY		7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position					3032						
New/Revised Position		Service Delivery/ Field Operations				0	016	Y	R		
IL Department of Employment Security			11. UNIT				12. TRAN			3. EFFECTIV	E DATE
10. SECTION Existing Position			11. UNII				CODE				
							02/16/2019				
New/Revised Position Metro South Region/ Burbank Local Office			Service Unit II				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY ☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE				
14. WORK LOCATION			15. BARGAINING/TERM CODE Rutan Exempt								
Existing Position											
New/Revised Position							☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION ☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION				
Burbank, IL			RC062 N								
% OF TIME	16. COMPLETE CURR										
25%	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. 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.										
25%	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.										
l fi	MS SIGNATURE	IMMEDIAT	E SUPERVISOR SIGNAT				SIGNAT		:		DATE
J.A.	rel forte	3	MAR 2 8 2213		104	by	- Ju	an	انت	03/2	22/2019
MS-194 (Rev 1/10/5	44 (1 401-0794 Us 425-19	BY:		,					<u> </u>		

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI.	AL FUNCTIONS (Continued)
20%	3.	Assists clients with var	ious programs and services offered	by the	Illinois Department of Employment
		Security (IDES) and pa	irtner agencies. Assists or registers	job see	kers and employers using the IL Labor
	1	Exchange system. Ass	sesses, researches and selects clie	nt skills	; refers clients to training programs or
	İ	employers and hiring fa	airs for job interviews; selects suitat	ole job o	penings as listed in the IL Labor
					gh computer programs and contacts
					ational exploration tools; provides
					bs and job interview procedures; follows
					ervice from IDES to determine status of
,			additional referrals; verifies and rec		
			with the planning, recruitment, and e		
	İ		ers in the use of self-service of the		
	l		for assigned worksites within the se		
					nguage to assist clients who request or
	İ			anish ia	nguage to assist clients who request or
		need interpretive service	ces.		
400/	ا ا	A dividia atau mana atau			idina aliaibilib, datamainationa for
10%	4.		and nonmonetary benefit claim issu		
			ued claims; investigates, researche		
					accepts appeals. As directed, performs
		these duties for assign	ed worksites within the service deliv	very are	a other than the primary assigned office.
	l _				
10%	5.				is related to a specific job referral; refers
					eds to relevant office or partner staff.
	l				. Assists clients with registration and
					all relevant IDES automated data files;
	ľ	extracts and utilizes da	ita. As directed, performs these dut	ies for a	ssigned worksites within the service
		delivery area other that	n the primary assigned office.		
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
05%	7.		as required or assigned which are r	easonat	oly within the scope of the duties
	<u> </u>	enumerated above.			
17. POSITIO	N TII	LE AND NUMBER OF IMM	MEDIATE SUPERVISOR (Responsible	for assig	Ining and reviewing work, preparing,
		a signing performance evaluent of this position.)	uations; enectively recommending and	imposing	g disciplinary action and adjusting grievances
ioi the inc	ullib	ent of this position.)		MODIC	NO TITLE (IE ANDO
				WORK	ING TITLE (IF ANY)
			risor 13600-44-53-104-30-01		
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
	D) // O	OD OD 01540.V	NODKED		
SUPE	KVIS	OR OR LEAD V	VORKER		,
NOTE: S	unei	visory or lead worker res	sponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a
		ercentage(s) allotted.	<u></u>		
			title, position number, and number of si	ubordina	te incumbents or authorized funded
headcour	ıt:				
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL
					OW SEVERAL OPTIONS OF SKILLS AND
			IFICATION IDENTIFIED ON STANDAI	RDS, TH	E PHRASE "SAME AS SPECIFICATION"
		GER BE USED.			
			evelopment equivalent to four years		
social/behav	ioral	sciences or business; o	r requires two years (3,000 work ho	ours) of	experience as a department intermittent
					ades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
l ability to effe	ctive	ly communicate with em	ployers and/or clients; determine a	n effecti	ive work search plan for clients and

identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

16. (CONTINUED)



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION T	TITLE 2	2. POSITION NUMBER							
Existing Position														
New/Revised Position Employment S				29	SS	1	13650-44-53-105-41-31							
Program Repr 3. AGENCY	esentative	L	4. BUREAU/ DIVISION		L		EXMT	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position														
New/Revised Position			2					000						
IL Departmen	t of Employment Secur	ity	Service Delivery/ F	ieia Opera	ations		O TRANS	099 SACTION	Y	R 3. EFFECTIV	E DATE			
10. SECTION			11. UNIT				ODE	JAC HON	'	o. LI FEUTIV	LUMIL			
Existing Position										02/16/	2019			
New/Revised Position Metro South F	Region/ Joliet Local Offi	ice	Service Unit III			21 ESTAE 22 EXEM		E CHANG						
			45 DADCAINING/TED	M CODE	Rut	=] MC0	24 POSIT	ION NU					
14. WORK LOCA Existing Position	HUN		15. BARGAINING/TERI		MC0	26 CLARI 27 ADDIT	IONAL !							
								28 WORK 21 ABOLI		TY CHANG	iΕ			
New/Revised Position			RC062 N					49 DOWN 50 LATER						
Joliet, IL	L] [MC1	58 UPWA	RD REA					
% OF TIME	16. COMPLETE CURR Under general superv									ent Ineu	rance			
25% - 25%	and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployinsurance benefits, including but not limited to interstate, military and other federal or trade readjustmer conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job opening applicants, provides referrals, placement and follow-up services on available job orders or training prog loads and extracts claims data using automated systems; refers clients with complex issues and/or sen needs to relevant office or partner staff; establishes and maintains activity reports. As directed, perform these duties for assigned worksites within the service delivery area other than the primary assigned offi Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpret services. 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Prov 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 intervi 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 or use of the IL Labor Exchange system, determines relevant services for the applicant and coaches the registration process to facilitate reemployment; assists in the formation of work search action pi 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 are other than the primary assigned office. Utilizes Spanish language to assist clients who request or								ograms; ervice ms ffice. etive ovides ot views nd on the s in plan rea need					
25% 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.									ent of g but the					
fi	CMS SIGNATURE		E SUPERVISOR SIGNA		GENCYH				:		DATE			
Y	and only			1				em	إيت	03/	22/2019			
MS-104 (Rev. 10/9) MM May	94) 1401-0794 7 42 9 19	B	E102 8 2 NAM	<u>.</u>										

16. (CONTINUE			COCKITIAL FUNCTIONS (C
% OF TIME		ACCURATE STATEMENT OF POSITION E	
20%			by the Illinois Department of Employment
			job seekers and employers using the IL Labor
	Exchange system. As	sesses, researches and selects clier	nt skills; refers clients to training programs or
			le job openings as listed in the IL Labor
			e through computer programs and contacts
			ent vocational exploration tools; provides
			ected jobs and job interview procedures; follows
			sting service from IDES to determine status of
			rds placements; as directed, solicits job
			xecution of hiring fairs. Coaches both
			L Labor Exchange System. As directed,
			vice delivery area other than the primary
	assigned office. Travel	s to fairs and worksites. Utilizes Spa	inish language to assist clients who request or
	need interpretive servi	ces.	
	·		
10%	4. Adjudicates monetary	and nonmonetary benefit claim issue	es, providing eligibility determinations for
			s, and explains case disposition; provides
			ons and accepts appeals. As directed, performs
			ery area other than the primary assigned office.
	l acciding	ou workers warm are convice usin	ory area carer arear are primary accingned critical
10%	5 Advises clients on wor	k attitudes habits relationships and	attire as related to a specific job referral; refers
1076			vice needs to relevant office or partner staff.
			yability. Assists clients with registration and
·			nce for all relevant IDES automated data files;
			es for assigned worksites within the service
	delivery area other tha	n the primary assigned office.	
05%	6. Establishes and mainta	ains activity reports to demonstrate v	vork activity and detail time charging.
250/	7 8 6		
05%		as required or assigned which are re	easonably within the scope of the duties
47 DOCUTION	enumerated above.	AFDIATE CUDEDVICOD (Beenensible f	or assigning and reviewing work, preparing,
			mposing disciplinary action and adjusting grievances
	umbent of this position.)	dations, encouvery recommending and i	mposing disciplinary action and adjusting grievances
101 1110 1110			WORKING TITLE (IF ANY)
		_	WORKING TITLE (IF AIVI)
		visor 13600-44-53-105-40-01	
18. CHECK TI	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
SUPE	RVISOR OR TILEAD V	WORKER	
	KVIOOK OK LEAD	VOINCEN	
NOTE: S	upervisory or lead worker res	sponsibilities <u>must</u> be described in a d	detailed duty statement(s) with a
	me percentage(s) allotted.		•
If a box w	as checked above, list position	title, position number, and number of su	bordinate incumbents or authorized funded
headcour	nt:		
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
			CATION NECESSARY FOR THE SUCCESSFUL
			ARE NOW SEVERAL OPTIONS OF SKILLS AND
		IFICATION IDENTIFIED ON STANDAR	DS, THE PHRASE "SAME AS SPECIFICATION"
	LONGER BE USED.		
			college with academic background in
			urs) of experience as a department intermittent
staff member	r and a minimum of two year	s college credits completed with pas	ssing grades in social/behavioral sciences or member; or qualifying state employees, in the
	(0.000		

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

1. POSITION TITI	E	10//	ORKING TITLE (IF ANY)	BILINGU	AL POS	ITION TITLE	2 POS	TION NU	MBER				
Existing Position	<u>-</u>	νν'	CIANTO TITLE (IF ANT)	CODE	OP1	TON CODE		-44-54-2		1_31			
New/Revised Position				-			13030	-44-54-7	120-4	1-01			
Employment S	<u> </u>			29		SS	13650	-44-54-	102-10	0-31			
Program Repr 3. AGENCY	esentative		4. BUREAU/ DIVISION		L		5. EXMT	6. WORK	7. A/I	9. OFFICE			
Existing Position			4. Berterar biviolett			CODE	COUNTY	AUTH	8.AUDIT	USE			
									Y				
New/Revised Position IL Department	of Employment Secur	ity	Service Delivery/ Field Operations					056	R				
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	13	B. EFFECTIV	E DATE		
Existing Position			Employment Services							07/16/	/2018		
Northern Region New/Revised Position	on								_				
	on/ Rockford Local Off	ice				Rutan	∏ мсо	21 ESTAE 22 EXEMI 24 POSIT	PT COD				
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE		Exempt		26 CLARI	FY				
Existing Position							☐ MC0	28 WORK	COUN		CHANGE		
New/Revised Position				<u>.</u>				21 ABOLI 49 DOWN		REALLOC	ATION		
Woodstock, IL			RC062			N	□ MC1	50 LATER	RAL REA	LLOCATION	NC		
% OF TIME	16. COMPLETE CURRI	ENT AN	ND ACCURATE STATEME	ENT OF	POSITI	ON ESS	ENTIAL	FUNCTI	ONS				
	Under general superv	ision, 1	for an assigned area, a	ssesses	and a	ddresse	dresses client Unemployment Insura						
	and Wagner-Peyser s	service	needs. Provides service but not limited to inter-	es relat	ed to t	he proc	essing (of claims	s tor u	nemplo	yment		
	conducts benefit right	ciuaing intervi	g but not ilmited to inter- iews: provides orientation	on and o	ılıdıy, :larifie:	s eliaibil	itv facto	rs: adiu	dicat€	siment, es minor	•		
	benefit claim issues.	Through	gh the use of the IL Lab	vs; provides orientation and clarifies eligibility factors; adjudicates minor the use of the IL Labor Exchange system, matches candidates to job									
	openings, provides re	eferrals	placement and follow-up services on available job orders or training prograusing automated data systems; refers clients with complex issues and serv							grams;			
	processes and extrac	ts data	using automated data	system	s; refe	rs client	s with c	omplex	issue	s and se	ervice		
	needs to the appropri	ate offi	fice or partner staff; establishes and maintains activity reports. As needed, ssigned worksites within the service delivery area, other than the primary										
			nterpretive services for Spanish speaking clients.										
	J		·										
25%	 Using the Sp 	anish la	anguage when necessa	ary, inte	views	clients	to deter	mine un	emplo	oyment			
	insurance cla	ilms me	s monetary eligibility and discern employment his vailable job training and/or educational programs					a work s les infor	natus, matin	, providi n on the	38 3 USE		
	of the IL Lab	or Exch	nange system, determin	es appr	opriate	e service	e for the	applica	int an	d coach	ies in		
	the registration	on prod	ess to facilitate self-ser	vice; as	sists ir	n the for	mation	of work	searc	h actior	ı plan		
	and reviews	for com	pliance; explains rights and responsibilities of				es on benefits programs.						
25%	2. Takes and pr	00000	es all types of routine, c	omplex	and si	necial d	aims or	n benefit	entitl	ement			
2570	programs ad	ministe	ered by IDES; process of	lient vo	uchers	or eligi	bility for	ms for t	arget	funded	or tax		
	incentive pro	grams.	Loads and extracts da	ata from	autom	ated sy	stems.						
000/	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				offere	4 64 101	=S and	nortnor	aaan	sioe uei	ing the		
20%	3. Assists client	S WILLI HACE V	various programs and s when necessary. Assist	s or reai	sters i	ob seek	ers and	emplov	ers u	sina the	: IL		
	Labor Excha	nge sy	stem. Assesses client	skills, re	search	nes and	modifie	s the sk	ills to	match t	the		
	client; refers	clients	to employers and hiring	g fairs fo	or job i	nterview	vs; sele	cts appr	opriate	e job			
	openings as	listed i	n IL Labor Exchange sy	stem fo	r appli	cants re	quiring	services	avai	lable thi	rough		
	computer pro	grams	and contacts employer ew procedures; follows	s; provi	des cii b orde	ents Wit	n intorn molovei	re reque	gardı	ng selei service	ciea from		
	Jobs and Job IDES to dete	status of referrals and n	eed for	additio	nal refe	errals: v	erifies a	nd rec	cords				
	placements;	cted, solicits job opport	unities;	assists	s with th	e plann	ing, reci	ruitme	ent, and				
	execution of	fairs. Coaches both app	olicants	and er	mployer	s in the	use of s	elf-se	ervice of	the IL			
	Labor Excha	stem. Travels to fairs a	and worl	ksites.									
DIRECTOR OF C	L MS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE					T	DATE					
DIRECTOR OF C	ET L	_	•			\ -#	jen D	May	-	07"	04/0040		

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16. (CONTINUE	D)			
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)
10%	4.	continued claims: ir	rvestigates, researches, and explai	bility determinations for routine, initial or ins case disposition; provides written and accepts appeal when appropriate.
10%	5.	relationships and a service to fellow off Assists clients with	ttire as related to a specific job refe ice staff. Conducts employment wo registration and claims as work flo	dvises clients on work attitudes, habits, erral transferring more complex or specialized orkshops to enhance client employability. w necessitates; processes data from file S automated data files; extracts and utilizes data
05%	6.	Establishes and ma	aintains activity reports to demonstr	rate work activity and detail time charging.
05%		enumerated above		are reasonably within the scope of the duties
conducting	g and sig	AND NUMBER OF IMN ning performance evalunt this position.)	EDIATE SUPERVISOR (Responsible pations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
PSA, Opt. 1	37015	-44-54-102-00-01		Local Office Manager
18. CHECK TI	HE APPR	OPRIATE BOX IF THI	S POSITION IS A:	
☐ SUPE	RVISOR	OR LEAD W	/ORKER	
NOTE: S	uperviso	orv or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me perc e as check	entage(s) allotted.		ubordinate incumbents or authorized funded
	Position	n Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
		· · · · · · · · · · · · · · · · · · ·		
				THE SHOOT OF THE SHOT OF THE SHOOT OF THE SHOOT OF THE SHOOT OF THE SHOOT OF THE SHOT OF THE SHOOT OF THE SHOOT OF THE SHOOT OF THE SHOOT OF THE SHOT OF THE SHOOT OF THE SHOOT OF THE SHOT OF THE SHOT OF THE SHOOT
PERFORI ABILITIE	MANCE (S AND L I	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL EARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
social/behav	ioral scie r and a r	ences or business; or minimum of two year	r requires two years (3,000 work hos s college credits completed with pa	s college with academic background in ours) of experience as a department intermittent assing grades in social/behavioral sciences or f member. Requires working knowledge of those

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



New/Revised Position Service Delivery/ Field Operations 12. TRANSACTION 13. EFFECTIVE DATE CODE COUNTY COUNTY C	1. POSITION TIT	ΓLE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POSITION NUMBER						
Employment Security Program Representative 4. BUREAU/DIVISION Section 1. Department of Employment Security Service Delivery/ Field Operations 1. Department of Employment Security Service Delivery/ Field Operations 1. Department of Employment Security Service Unit I Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Region/ Rockford Local Office Northern Re	Existing Position											
3. ACENCY 4. BUREAU DIVISION 5. SECTION 11. Department of Employment Security 5. Service Delivery/ Field Operations 0 101 Y R 10. SECTION 11. UNIT 12. TRANSACTION 13. BARGAINING/TERM CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. WORK LOCATION 15. BARGAINING/TERM CODE 16. WORK LOCATION 15. BARGAINING/TERM CODE 16. WORK LOCATION 16. BARGAINING/TERM CODE 17. WORK LOCATION 16. BARGAINING/TERM CODE 18. WORK LOCATION 17. BARGAINING/TERM CODE 18. WORK LOCATION 18. BARGAINING/TERM CODE 18. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORK LOCATION 19. BARGAINING/TERM CODE 19. WORK LOCATION 19. WORE THE COLOR LOCATION 19. WORK LOCATION 19. WORK LOCATION 19. WORK		ment Security 29 SS 13650-44-5										
IL Department of Employment Security	3. AGENCY	resentative	4. BUREAU/ DIVISION	4. BUREAU/ DIVISION			6. WORK COUNTY		8.AUDIT			
IL Department of Employment Security IL Department of Employment Security Service Delivery/ Field Operations Unit Y TANAGACTION 13 EFFECTIVE DATE	Existing Position											
11. UNIT 12. PREVIOUS 13. EPRECIPION 13. EPRECIPION 13. EPRECIPION 13. EPRECIPION 13. EPRECIPION 13. EPRECIPION 14. UNIT 14			Service Delivery/ F	ield Oner	ations	0	101	V	R			
Northern Region / Rockford Local Office Service Unit		nt of Employment Secur	ity	leid Open				·	1	E DATE		
Northern Region/ Rockford Local Office Service Unit			11. 0111			CODE		-				
Northern Region/ Rockford Local Office 14, WORK LOCATION						<u> </u>			02/16/	/2019		
15. BARGAINING/TERM CODE			Service Unit I			∐ псо	22 EXEM	PT COD				
	14. WORK LOCA	ATION	15. BARGAINING/TER	M CODE		∫⊠ мсс	26 CLARI	FY				
Rockford, IL RC062 N Mo150 LATERALE REALLOCATION MO	Existing Position											
Rockford, IL 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military 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 that the primary assigned office. Travels to fairs and worksites. Utilizes Spanish language to assist clients who request or need interpretive services. 25% 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 nomomentary eligibility and discern employment history and work status, provides orientation and clarifies eligibility and discern employment because the programs and 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 bene	New/Revised Position					∫ 🔲 мос	21 ABOLI	SH				
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. 25% 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 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 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 wo		•	RC06	2	N	☐ MC1	50 LATER	RAL REA	ALLOCATIO	NC		
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. 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 available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provid	% OF TIME	16. COMPLETE CURR	ENT AND ACCURATE STATEM	ENT OF PO	SITION ES	SENTIAL	FUNCT	ONS				
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. 25% 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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 03/22/2019		nonseparation benefing applicants, provides loads and extracts clineeds to relevant offithese duties for assignately to fairs and viservices.	it claim issues. Using the IL La referrals, placement and follow aims data using automated sy ice or partner staff, establishes gned worksites within the servi worksites. Utilizes Spanish lang	abor Exch v-up servic stems; ref s and mair ce deliver guage to a	ange syster ces on avail ers clients v ntains activit y area other issist clients	m, select able job with com by report than the who re	ts suitat orders aplex iss s. As di e prima quest o	ole jot or trai ues a rected ry ass	o opening pro ind/or se d, perfor signed o d interpr	ograms; ervice ms ffice. etive		
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. DIRECTOR OF CM3 SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 103/22/2019	25%	services related limited to interstate with clients to de discern employmer provides informatise of the IL Lab the registration pand reviews for oprograms. As direction than the programs of the programs of the programs of the programs.	to the processing of claims for ate, military and other federal of termine unemployment insural nent history and work status; partion on available job training a for Exchange system, determination of compliance; explains client right ected, performs these duties for imary assigned office. Utilizes	unemploy or trade reance claims rovides or and/or educates relevants and resort assigned or assigned.	ment insura adjustment. s monetary ientation an cational pro nt services ts in the for sponsibilitie ed worksites	ance be Conduction of clarific grams; for the amation constitution of the amation	nefits, ir ots bene imoneta es eligib provides applican of work s y pertail the servi	icludir fit right ry eligility fa infor t and search to be ice de	ng but nearly intergraphical parties and action concentration of action enefits alivery as	ot views nd on the s in plan		
101/27 NAR 28 (31) Thomas Chan 03/22/2019	25%	complex and spe Employment Sec not limited to the directed, perform	ecial claims on benefit entitlem curity (IDES). Loads and extra Illinois Benefit Information Sy ns these duties for assigned w	ent progra acts claims stem (IBIS	ams adminis s data using S), Illinois Jo	stered b automa b Link (y the Illi ated sys IJL) and	nois E tems I Gen	Departm includin Tax. As	ent of g but		
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	DIRECTOR OF	CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNA					ı	1	DATE		
MS-104 (Rev. 10/94) IL 401-0794	1	mu forac	MAD 20 5000		trome	1 Ste	em	نت	03/	22/2019		
My May 4-25-19 BY:	<u>//</u> MS-104 (Rev. 10	/94) IL 401-0794	I III MAN 28 45-1					- 1				
	MI, Ma	us 4-25-19	и и Бу:									

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists w applicants and employed performs these duties f	rtner agencies. Assists or registers sesses, researches and selects clienters for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessmoregarding training programs or selects or job orders for employers requested ditional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the later assigned worksites within the select to fairs and worksites. Utilizes Spatials	by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or alle job openings as listed in the IL Labor le through computer programs and contacts ent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job xecution of hiring fairs. Coaches both L Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or
10%	4.	routine, initial or continu written determinations;	ued claims; investigates, researche conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs erry area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	lattire as related to a specific job referral; refers vice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files; es for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%		enumerated above.		easonably within the scope of the duties
conductin	g and	LE AND NUMBER OF IMA	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	isor 13600-44-54-102-20-01	
		PPROPRIATE BOX IF THE		
SUPE		_		
			ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	as cl	percentage(s) allotted. necked above, list position	title, position number, and number of su	ubordinate incumbents or authorized funded
Headcour		sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
19. SPECIAL PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERTI GER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno	owle	dge, skills and mental de	evelopment equivalent to four years	college with academic background in
social/behav	ioral	sciences or business; o	r requires two years (3,000 work hose college credits completed with ha	ours) of experience as a department intermittent ssing grades in social/behavioral sciences or
business: or	four	vears (6,000 work hours	s) as a department intermittent staff	member, or qualifying state employees, in the
employee Up	owar	d Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
to a certificat	a of	proficiency Requires w	orking knowledge of those provision	ns of the Unemployment Insurance (UI) Act

16 (CONTINUED)

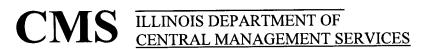
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department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



1. POSITION TIT	LE	w	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION	ON TITLE	2. POS	ITION NU	MBER			
Existing Position				3352	3		13650	-44-54-	220-4	3-31		
New/Revised Position Employment S Program Repr				29	s	SS 13650-44-54-103-10-31						
3. AGENCY	Cocinative	l	4. BUREAU/ DIVISION	·	<u> </u>		5. EXMT 6. WORK 7. A/I 8.AUDIT 9. OI US					
Existing Position												
New/Revised Position			Service Delivery/ Field	l Operatio	ne		0	049	Υ	R		
IL Department	t of Employment Secur	ity	11. UNIT	Орегано			12. TRANSACTION 13. EFFECTIVE DATE					
Existing Position							CODE		+		•	
Northern Regi	on		Employment Services				07/16/2018					
New/Revised Position							☐ MA0	21 ESTAE	SUSH			
Northern Regi Office	on/ Arlington Heights L	.ocal			1 6	Rutan	☐ MC0	22 EXEM	PT COD	DE CHANG		
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE		Exempt		26 CLARI	FY			
Existing Position							☐ MC0	28 WORK	COUN	IDENTICAL TY CHANG		
New/Revised Position MD021 ABOLISH MC149 DOWNWAI								REALLOC	ATION			
Waukegan, IL			RC062			N	☐ MC1	50 LATER 58 UPWA	RAL REA	ALLOCATION ALLOCATION STREET	ON	
% OF TIME	16. COMPLETE CURR	ENT AN	D ACCURATE STATEME	NT OF PC	OSITIO	N ESSI	ENTIAL	FUNCTI	ONS			
-	Under general superv	ision,	for an assigned area, as	ssesses a	nd add	dresse	s client	Unemp	loym	ent Insu	rance	
	and Wagner-Peyser	service	needs. Provides service but not limited to inters	es related	on) oj l	proce	essing (deral o	oi ciaiiii: r trade r	s ior u eadiu	stment:	yment	
	insurance penetits, in	ciuuinį interv	iews; provides orientation	on and cla	rifies e	eliaibili	tv facto	rs: adiu	dicate	es mino	•	
	henefit claim issues	Throug	gh the use of the IL Lab	or Exchar	nae sv	stem.	matche	es candi	dates	to job		
	openinas, provides re	ferrals	. placement and follow-	up service	es on a	availab	le job (orders o	r trair	ning prog	grams;	
	processes and extract	ts data	using automated data	systems;	refers	clients	with c	omplex	issue	s and se	ervice	
	needs to the appropri	ate off	ice or partner staff; esta	ıblishes aı	nd mai	intains	activity	y reports	s. As	needed,		
	performs these duties	for as	signed worksites within	the service	ce deli	very a	rea, oth	ner than	the p	rimary		
	assigned office. Prov	ides in	terpretive services for S	panish sp	eaking	g client	is.					
25%	1. Using the Sp	anish I	anguage when necessa onetary eligibility and di	ıry, intervi	ews cl	lients t	o deter	mine un	empl status	oyment	es	
	information o	n avail	able job training and/or	education	nal pro	grams	; provid	des infor	matic	on on the	e use	
	of the IL Lab	or Excl	nange system, determin	es approp	oriate s	service	for the	e applica	ant an	id coach	nes in	
	the registration	on prod	cess to facilitate self-ser apliance; explains rights	vice; assi:	sts in t	the for	nation	ot work	seard	ch actior	ı pıan	
	and reviews	or con	ipliance; explains rights	anu resp	ווטופווטו	iilies o	ii belle	ins prog	nams	•		
25%	2. Takes and p	ocess	es all types of routine, c	omplex a	nd spe	cial cla	aims or	n benefit	entit	lement		
	programs ad	ministe	ered by IDES; process c	lient vouc	hers o	r eligit	oility for	rms for t	arget	funded	or tax	
İ	incentive pro	grams	. Loads and extracts da	ita from a	utomai	ted sys	stems.					
20%	3. Assists client	s with	various programs and s when necessary. Assists	ervices of	ffered	by IDE	S and	partner	agen	cies, us	ing the	
	Lahor Excha	nage v	stem. Assesses client s	skills, rese	earche	s and	modifie	es the sk	ills to	match	the	
	client: refers	clients	to employers and hiring	fairs for	job inte	erview	s; sele	cts appr	opriat	te job	,	
1	openings as	listed i	n IL Labor Exchange sy	stem for a	applica	ants re	quiring	service	s ava	ilable th	rough	
	computer pro	ograms	and contacts employer	s; provide	es clier	nts witl	n inforr	nation re	egard	ing sele	cted	
	jobs and job	intervi	ew procedures; follows of	up on job	orders	for er	nploye	rs reque	sting	service	trom	
Ì	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											
	placements;	as dire	ected, solicits job opporti fairs. Coaches both app	unities; as	ssisis v	MILIT LITE Diovers	e plani s in the	urg, rec	ruitiiii ealf-e	ervice o	the II	
ļ	execution of	niring i nae Sv	rairs. Coaches both app rstem. Travels to fairs a	and works	ites.	pioyers		use or .	3CII-3	CI VICC O	tile in	
	Labor Lacila	nge oj	rotom. Travolo to falls c									
DIRECTOR OF (CMS SIGNATURE	IMME	DIATE SUPERVISOR SIGNA	TURE A	AGENCY	6 4.	SIGNAT				DATE	
1 1.1	MIJ &		1117 700			-*/t	in D	May	L	07/	31/2018	
CMS/104 (Pay 10	27 0/94) II 401-0794		*				<u> </u>			<u> </u>		
Kon Mai	us 104-18											
· clan 1. 100	•											

16. (CONTINUE	D)			FORENTIAL FUNDTIONS (O
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	4.	continued claims: ir	nvestigates, researches, and explain	polity determinations for routine, initial or ins case disposition; provides written and accepts appeal when appropriate.
10%	5.	relationships and a service to fellow off Assists clients with	ttire as related to a specific job refe fice staff. Conducts employment wo registration and claims as work flo	dvises clients on work attitudes, habits, erral transferring more complex or specialized orkshops to enhance client employability. w necessitates; processes data from file automated data files; extracts and utilizes data
05%	6.	Establishes and ma	aintains activity reports to demonst	rate work activity and detail time charging.
05%	7.	Performs other dut enumerated above		are reasonably within the scope of the duties
conducting	g and sigi	AND NUMBER OF IMN ning performance evaluations of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
•		-44-54-103-31-01		Local Office Manager
18. CHECK TH	HE APPR	OPRIATE BOX IF THI	S POSITION IS A:	
SUPE	RVISOR	OR LEAD V	VORKER	
NOTE: S	unerviso	rv or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
		entage(s) allotted.	,ponolonido <u>indot</u> 20 decembra in d	
If a box w	as check	ed above, list position	title, position number, and number of s	ubordinate incumbents or authorized funded
headcoun	it:			
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	1 0318101	THE	1 Coldon Number	Tro. of mountained to a fundou vacarioise
		····		
PERFORI ABILITIE	MANCE (S AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno social/behav staff member business; or provisions of	owledge, ioral scie r and a n four yea the UI A	skills and mental de ences or business; o ninimum of two year rs (6,000 work hours act impacting on area	r requires two years (3,000 work hose college credits completed with pass) as a department intermittent staffas of responsibility; job knowledge	s college with academic background in burs) of experience as a department intermittent assing grades in social/behavioral sciences or f member. Requires working knowledge of those of employers and their UI and employment ers and/or clients; determine an effective work

search plan for clients and identification of inappropriate work search efforts; effectively organize and analyze pertinent information for the determination of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



Existing Position New/Revised Position Employment S	LE) WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION T	TLE 2. POS	2. POSITION NUMBER				
Employment S											
Program Repr				29	SS	13650)-44-54-	103-3	1-31		
3. AGENCY		L	4. BUREAU/ DIVISION		·	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position						•	CODE COUNTY AUTH 6.AUUII				
New/Revised Position	t of Employment Secur	-i4.,	Service Delivery/ Fi	eld Opera	ations	0	016	Υ	R		
IL Department 10. SECTION	t of Employment Secur	ıty	11. UNIT	<u>'</u>		12. TRAN	SACTION	1	3. EFFECTIV	E DATE	
Existing Position		-				CODE			02/16/	/2019	
New/Revised Position							21 ESTA				
Northern Regi Office	ion/ Arlington Heights l	_ocal	Service Unit II			писс	22 EXEM	PT COE			
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE	Rut Exe	mpt 🖾 MC0)24 POSIT)26 CLARI	FY			
Existing Position							27 ADDIT 28 WORK				
New/Revised Position	ed Position						021 ABOL 149 DOWN		REALLOC	ATION	
Arlington Heig	ıhts, İL		RC062		י		ALLOCATION ALLOCATION ALLOCATION (CARRIED CARRIED				
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PC	SITION	ESSENTIAL	. FUNCT	IONS			
25%	nonseparation benefi applicants, provides a loads and extracts claneeds to relevant offi these duties for assig Travels to fairs and waservices. 1. Assesses and acceptated a limited to interstate with clients to dediscern employment provides information use of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and reviews for contraction of the IL Laboratory and III an	it claim issued it claims data in the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the perfected,	ues. Using the IL La placement and follow-using automated system staff; establishes sites within the servicultilizes Spanish langular und other federal or pemployment insurancy and work status; proposed allable job training and ge system, determinated and the reemployment in the system of the sy	bor Exchup servicems; refand maire deliversuage to a linsurance unemploy trade reaction of trade reactions or educes relevant; assists and reservices and reservices reconstructions.	ange systems on ange systems of and warea of and warea of and warea of and warea of and warea of and warea of and and and services in the apponsibility of an ange of an an ange of an an ange of an an ange of an an ange of an ange of an ange of an an an an an an an an an an an an an	and other federal or trade readjustments eligibility factors; adjudicates system, selects suitable job opening available job orders or training propents with complex issues and/or selectivity reports. As directed, perform other than the primary assigned of clients who request or need interpretable to the conducts benefit rights interventation of the programs; provides information of vices for the applicant and coaches the formation of work search action programs is they pertain to benefits ksites within the service delivery are used to assist clients who request or age to assist clients who request or a service delivery are used.					
	other than the pr interpretive servi	imary assi ces.	gned office. Utilizes \$	Spanish l	anguage	to assist o	lients w		quest or	rea need	
25% DIRECTOR OF G	other than the printerpretive servi 2. Performs function complex and specific services and specific services and limited to the	imary assices. ns related ecial claim curity (IDE Illinois Bens these did office.	gned office. Utilizes storeceipt, review, ers on benefit entitlemes). Loads and extraction for assigned would be supported to the support of	atry, analy ent progra ets claims tem (IBIS rksites w	anguage ysis and ams adm s data us S), Illinois ithin the	resolution inistered b ing automa Job Link	of all typy the Illiated sys (IJL) and livery ar	nes of nois E tems I Gen ea oth	routine, Departm includin Tax. As ner than	rea need ent of g but	

% OF TIME	10.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and particles and hiring far Exchange system. Assemployers and hiring far Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employed performs these duties for the exchange of th	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services available to use and interpret self-assessman regarding training programs or seles or job orders for employers requested ditional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	d by the Illinois Department of Employment is job seekers and employers using the IL Labor ent skills; refers clients to training programs or ble job openings as listed in the IL Labor ole through computer programs and contacts ment vocational exploration tools; provides lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary sanish language to assist clients who request or
10%		routine, initial or continuous written determinations; these duties for assign	ued claims; investigates, researche conducts reconsidered determinat ed worksites within the service deli	ues, providing eligibility determinations for es, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	d attire as related to a specific job referral; refers revice needs to relevant office or partner staff. oyability. Assists clients with registration and nance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	reasonably within the scope of the duties
conducting	g and	LE AND NUMBER OF IMM	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-54-103-30-01	
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:	
☐ SUPE	RVIS	OR OR LEAD V	VORKER	
_		•		
		rvisory or lead worker res percentage(s) allotted.	sponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
If a box w	as cl		title, position number, and number of s	ubordinate incumbents or authorized funded
headcour		sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
				ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND
ABILITIES	S AN			RDS, THE PHRASE "SAME AS SPECIFICATION"
				s college with academic background in
				ours) of experience as a department intermittent assing grades in social/behavioral sciences or
business; or	four	years (6,000 work hours	s) as a department intermittent staf	f member; or qualifying state employees, in the
employee Up	owar	d Mobility Program may	complete combinations of specific	proficiency tests and training programs leading
to a certificat	e of	proficiency. Requires w	vorking knowledge of those provision	ons of the Unemployment Insurance (UI) Act
				If and employment service needs. Requires the an effective work search plan for clients and
				nalyze pertinent information for the determination

of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

16. (CONTINUED)



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION OPTION C	TITLE 2.	POSI	TION NU	MBER			
Existing Position	<u>,</u>											
New/Revised Position Employment S Program Repr				29	SS	, 1	13650-44-54-103-61-31					
3. AGENCY	esentative		4. BUREAU/ DIVISION		1		5. EXMT 6. WORK 7. A/I 8. AUDIT 9. OI US					
Existing Position		· · · · · · · · · · · · · · · · · · ·										
New/Revised Position			Service Delivery/ Field Operations					016	Y	R		
	t of Employment Secur	rity	11. UNIT	elu Opei		12	0 2. TRANS	3. EFFECTIV	/E DATE			
10. SECTION Existing Position			TT. UNIT		·············		ODE		- -			
Existing Position										02/16	/2019	
New/Revised Position							I MAn	21 ESTAE	NISH			
Northern Reg	ion/ Arlington Heights L 	-ocal	Service Unit V		I Ru		MCo	22 EXEM	PT COE	DE CHANG		
14. WORK LOCA	TION		15. BARGAINING/TERM	A CODE			MC0	26 CLARI	FY			
Existing Position							MCO	28 WORK	COUN	ITY CHANG	L CHANGE SE	
New/Revised Position							MC1		WARD	REALLOC		
Arlington Heig	jhts, IL		RC062			N				ALLOCATION ALLOCATION ALLOCATION (CARRIED CARRIED		
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PO	OSITION	ESSEN	ITIAL	FUNCTI	ONS			
25%	and Wagner-Peyser service needs. Provides services related to the processing of claims for unemploymed 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 applicants, provides referrals, placement and follow-up services on available job orders or training progrational 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.									ent; ngs for ograms; ervice ms office. etive ovides ot views nd on the s in plan rea need		
25%	complex and spe Employment Sec not limited to the directed, perform primary assigned	ecial claim curity (IDE Illinois Be as these d d office.	to receipt, review, ers on benefit entitlemes). Loads and extracenefit Information Sysuties for assigned wo	ent progra cts claims tem (IBIS rksites w	ams adr s data u S), Illino ithin the	minister sing au is Job L e servic	ed by toma ink (e deli	y the Illii Ited sysi IJL) and ivery are	nois E tems I Gen	Departm includin Tax. As ner than	ent of g but the	
1 11	CMS SIGNATURE	1 1	TE SUPERVISOR SIGNAT		AGENCY				į	'	DATE	
1 //	inel facti	MAR 28 28:3	,		6.5	Jul	em	نت	03/	22/2019		
CMS-104 (Rev. VIO/	94)(1) 401-0794	J	•									
Mays 4:25-19 EY:												

16. (CONTINUE	D)			
% OF TIME	16.		ACCURATE STATEMENT OF POSITION ESS	
20%	3.	Security (IDES) and particle Exchange system. Assemployers and hiring far Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employer performs these duties it assigned office. Travel need interpretive services	artner agencies. Assists or registers job sesses, researches and selects client searches for job interviews; selects suitable jupplicants requiring services available to use and interpret self-assessment regarding training programs or selecters or job orders for employers requesting additional referrals; verifies and records with the planning, recruitment, and executes in the use of self-service of the IL Lefor assigned worksites within the services to fairs and worksites. Utilizes Spanishes.	hrough computer programs and contacts vocational exploration tools; provides ed jobs and job interview procedures; follows g service from IDES to determine status of s placements; as directed, solicits job cution of hiring fairs. Coaches both abor Exchange System. As directed, se delivery area other than the primary sh language to assist clients who request or
10%	4.	routine, initial or contin written determinations;	conducts reconsidered determinations	providing eligibility determinations for and explains case disposition; provides and accepts appeals. As directed, performs area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or servic workshops to enhance client employa a from file construction and maintenanc	tire as related to a specific job referral; refers e needs to relevant office or partner staff. bility. Assists clients with registration and e for all relevant IDES automated data files; for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate wor	k activity and detail time charging.
05%		enumerated above.	as required or assigned which are reas	
conducting	g and		MEDIATE SUPERVISOR (Responsible for luations; effectively recommending and imp	assigning and reviewing work, preparing, osing disciplinary action and adjusting grievances
			W	ORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-54-103-60-01	
18. CHECK TI	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:	
☐ SUPE	RVIS	SOR OR LEAD V	VORKER	
NOTE, S	una	nvicony or load worker re-	sponsibilities <u>must</u> be described in a del	ailed duty statement(s) with a
ti	me į	percentage(s) allotted.	· —	
If a box w headcour		hecked above, list position	title, position number, and number of subor	dinate incumbents or authorized funded
	Ро	sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	1766	VALOWI EDGES SKILLS	ADULTICS LICENSURE OF CERTIFICAT	TION NECESSARY FOR THE SUCCESSFUL
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERT GER BE USED.	HIS POSITION. NOTE: SINCE THERE AR IFICATION IDENTIFIED ON STANDARDS	E NOW SEVERAL OPTIONS OF SKILLS AND 5, THE PHRASE "SAME AS SPECIFICATION"
social/behav staff member business; or employee Up to a certificat impacting on ability to effe	ioral r and four owar te of are octive	sciences or business; of a minimum of two year years (6,000 work hours of Mobility Program may proficiency. Requires was of responsibility; job kely communicate with em	es college credits completed with passings) as a department intermittent staff me complete combinations of specific provorking knowledge of those provisions of knowledge of employers and their UI and applying and an employers and/or clients; determine an e	of experience as a department intermittent on grades in social/behavioral sciences or ember, or qualifying state employees, in the ficiency tests and training programs leading of the Unemployment Insurance (UI) Act and employment service needs. Requires the ffective work search plan for clients and
identification	of ir	nappropriate work searcl	h efforts; effectively organize and analy	ze pertinent information for the determination

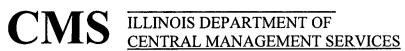
of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

Existing Position	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL	POSITION	N TITLE 2.	POSIT	ION NUI	MBER			
				CODE	OFTION	CODE						
New/Revised Position		<u> </u>										
Employment S	-			29	SS	S 13	3650-4	44-54-1	105-2	1-31		
Program Repr 3. AGENCY	esentative	<u>l. ——</u>	4. BUREAU/ DIVISION		<u> </u>	5. E	XMT	6. WORK	7. A/I	B.AUDIT	9. OFFICE	
Existing Position			4. BOTTE TO BITTOTO		-		O 045 Y R 12. TRANSACTION O 045 Y R 12. TRANSACTION O 02/16/2019 O2/16/2019					
										-		
New/Revised Position IL Department	t of Employment Secur	rity	Service Delivery/ F	ield Opera	ations				i	I		
10. SECTION		•	11. UNIT		12. TRANSACTION 13. EFFECTIVE D							
Existing Position								02/16	2019			
New/Revised Position												
	on/ Carpentersville Pro	ocessing	Service Unit I				MC02	2 EXEM	PT COD			
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE						IMBER CH	ANGE	
Existing Position	IIION		10. 07.1107.1111.07.12.11				MC02	7 ADDIT	IONAL			
						🗄	MD02	1 ABOLI	SH			
New/Revised Position	••		RC06	2		N E						
Carpentersville		ENT AND			CITION	LESSEN				ALLOCATION	ON	
% OF TIME	Under general super	vision for	an assigned area as	ssesses a	nd add	resses o	client	Unemp	lovme	ent Insu	rance	
25%	applicants, provides loads and extracts cluded needs to relevant off these duties for assignated Travels to fairs and variety.	referrals, paims data ice or parti gned work: worksites.	placement and follow using automated system ner staff; establishes sites within the servi Utilizes Spanish lang	y-up servicestems; refeated main main ce deliver guage to a	ces on a fers clied trains a sy area of a sesist clied to the control of the cont	available ents with activity re other tha lients wh	e job o comp eports an the no req	orders orders order issolex iss direction of the contraction of the co	or trai ues a rected ry ass r need	ining pro ind/or se i, perfor signed o i interpr	ograms; ervice ms ffice.	
	services related limited to interstate with clients to de discern employmerovides information use of the IL Laborathe registration pand reviews for coprograms. As direction in the programs of the services o	to the process of the process to compliance tested, per rimary assistant of the per ri	cessing of claims for y and other federal on nemployment insurar y and work status; properties ailable job training a nge system, determing facilitate reemployme; explains client right forms these duties for igned office. Utilizes	unemploy r trade rea nce claims rovides or nd/or educ nes releva ent; assis nts and res or assigne	adjustnes mone ientationa cationa int servits in the sponsited work	nsurance ment. Co etary and on and co al progra- rices for e format bilities as esites wil	e benduct I nonn larifies ms; po the aption of sthey thin the	efits, in s bene moneta s eligib rovides oplicant work s pertair s eservi	cludir fit right ry eligity fa infor t and search n to be ce de	ng but notes intergibility and actors; mation coaches action enefits elivery as	ot views nd on the s in plan	
25%	services related limited to interstate with clients to de discern employmerovides informatuse of the IL Lab the registration pand reviews for corpograms. As directed, performerovides and specific complex and specific programs functions complex and specific performerovides and	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determined facilitate reemploymer; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrained in formation Systems for assigned were so that the systems of	unemploy r trade rea nce claims rovides or nd/or educ nes releva ent; assis nts and res or assigne Spanish I ntry, analy ent progra cts claims stem (IBIS orksites w	adjustnes mone ientational int servits in the sponsible work anguage ysis and ams additional ithin the ithin the sponsible ith	nsurance ment. Co etary and co al progra rices for e format bilities as esites wit ge to ass d resolut liminister using au bis Job L e service	e beneral beneral services the application of a street the sist climate the delivership of the sist climate the delivership of	efits, in its bene moneta seligible rovides oplicant work servite servite fall type the Illired systems wery are	cludir fit right ry eligility fa infort and search to be ce de ho recessions De tems in Gen	ng but notes intergibility and actors; mation of coaches of action enefits elivery and action proutine, Departmincluding Tax. As ner than	ot views and on the s in plan rea ent of g but the	
DIRECTOR OF	services related limited to interstate with clients to de discern employmerovides information use of the IL Lab the registration pand reviews for oprograms. As directly other than the printerpretive service. 2. Performs function complex and specific spec	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determining facilitate reemployme; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrainefit Information Systems for assigned working the son benefit entitlem.	unemploy r trade reaction recorded or relevance relevance relevance relevance resigner resignation assigner resignation resignation resignation (IBIS or resident) resident resignation resignation (IBIS or resident) resident resi	adjustness mone ientational int servits in the sponsited work anguage ysis and ams additional ithin the AGENCY	nsurancement. Content	e beneral bene	efits, in its bene moneta seligibility rovides oplicant work servite servite servite servite servite systems wery are servite systems.	cludir fit right ry eligility fa infort and search to be ce de ho recessions De tems in Gen	ng but notes intergibility and actors; mation of coaches of action enefits elivery and action proutine, Departmincluding Tax. As ner than	ot views and on the s in plan rea need ent of g but	
DIRECTOR OF	services related limited to interstate with clients to de discern employmerovides informatuse of the IL Lab the registration pand reviews for corpograms. As directed, performerovides and specific complex and specific programs functions complex and specific performerovides and	to the product of the	cessing of claims for y and other federal of nemployment insurally and work status; plailable job training ange system, determined facilitate reemploymer; explains client right forms these duties for gned office. Utilizes to receipt, review, es on benefit entitlem S). Loads and extrained in formation Systems for assigned were so that the systems of	unemploy r trade reaction recorded or relevance relevance relevance relevance resigner resignation assigner resignation resignation resignation (IBIS or resident) resident resignation resignation (IBIS or resident) resident resi	adjustness mone ientational int servits in the sponsited work anguage ysis and ams additional ithin the AGENCY	nsurancement. Contains and cont	e beneated induction of the application of the street tion of the deliver of the	efits, in its bene moneta seligibility rovides oplicant work servite servite servite servite servite systems wery are servite systems.	ecludir fit right ry eligility far infort t and eearch to be ce de ho rece es of nois De ems i Gen ea oth	ng but notes intergibility and coaches of action enefits elivery and puest or routine, Departmincluding Tax. As ner than	ot views and on the sin plan rea ent of g but the	

16. (CONTINUE	D)				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists wa applicants and employed performs these duties for	rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessm regarding training programs or seles or job orders for employers requestitional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the lefor assigned worksites within the sets to fairs and worksites. Utilizes Spare	job see nt skills le job o le throu ent voo ected jo sting se ords pla xecutio L Labo rvice de	igh computer programs and contacts attional exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;	conducts reconsidered determinati	s, and e	viding eligibility determinations for explains case disposition; provides discepts appeals. As directed, performs a other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	vice ne yability ance fo	as related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and rall relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	ctivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonal	bly within the scope of the duties
conducting	g and	LE AND NUMBER OF IMN I signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	isor 13600-44-54-105-20-01		
		PPROPRIATE BOX IF THE			
10. OFFECK 11	/ .	THO THE BOX II THE			
☐ SUPE	RVIS	OR OR LEAD V	VORKER		
		visory or lead worker res ercentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a
	as cl		title, position number, and number of su	ıbordina	te incumbents or authorized funded
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent
business; or	four	years (6,000 work hours	s) as a department intermittent staff	membe	rades in social/behavioral sciences or er; or qualifying state employees, in the
					ncy tests and training programs leading
	C ()!	anamaenav redilles W	CINITO NICOVICUUE OI HIOSE DIOVISIO	us cu in	e caemorovinem insulance (UD ACI

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



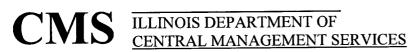
1. POSITION TIT	LE	WORKING T	ITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER			
Existing Position		1									
New/Revised Position Employment S	_			29	SS	13650	-44-54-	105-3	1-31		
Program Repo	esentative	4. BU	IREAU/ DIVISION	<u> </u>	L	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	6.AUDIT	9. OFFICE USE	
Existing Position											
New/Revised Position			ina Dalisanii C	iold One-		0	045	Y	R		
	t of Employment Secur	ıty	vice Delivery/ F	ieia Opera	ations	12. TRANSACTION 13. EFFECTIVE DA					
10. SECTION	<u> </u>	11. U	NII			CODE	3AC11014				
Existing Position									02/16/	2019	
New/Revised Position						waa	21 ESTAE				
Northern Regi Center	ion/ Carpentersville Pro	ocessing Serv	vice Unit II		I. Distan	□ мсо	22 EXEMI	PT COD			
14. WORK LOCA	TION	15. B	ARGAINING/TERI	M CODE	Rutan Exempt	∫⊠ мсо	24 POSIT 26 CLARI	FY			
Existing Position							27 ADDIT 28 WORK				
N						_	21 ABOLI 49 DOWN		REALLOG	ATION	
New/Revised Position Carpentersvill	ا م	İ	RC062	2	N	│ ☐ MC1	50 LATER	AL REA	LLOCATIO	NC	
% OF TIME	16. COMPLETE CURR Under general supen	ENT AND ACCU	RATE STATEME	NT OF PO	SITION ESS	ENTIAL	58 UPWA FUNCTI	ONS			
25%	nonseparation benefit applicants, provides it loads and extracts claneeds to relevant offit these duties for assignavels to fairs and was ervices. 1. Assesses and acceptated limited to interstate with clients to dediscern employment provides informated use of the IL Labethe registration pand reviews for oppograms. As directly other than the printerpretive services.	referrals, placer aims data using ce or partner strong med worksites worksites. Utilized dresses client to the processinate, military and termine unemplation on available for Exchange systecompliance; expected, performs imary assigned ces.	nent and follow automated system; establishes within the services Spanish language. Unemployment go of claims for other federal of oyment insurar work status; preside treemployment at ereemployment in client rights these duties for office. Utilizes	r-up services tems; reference delivery unage to a unemploy or trade reaches or nd/or educes relevates and resort assisted Spanish I	ees on avail- ers clients values activity area other essist clients e and Wagn ment insura adjustment. Is monetary ientation an cational pro nt services ts in the fore sponsibilities d worksites anguage to	able job with com y report than th who re aer-Peys ance be Conduct and nor d clarific grams; for the a mation of s as the within the assist of	orders of plex issers. As different orders of the primary of the provides applicant of work services with the services with the services of the services with the services of	ce necession training assets of the center o	ning prond/or set, perforing do linterpreds. Prond but note interpred to linterpreds action a	ograms; ervice ms office. etive ovides ot views nd on the s in plan rea	
25%	2. Performs function complex and specific Employment Section 1. Se	ecial claims on b curity (IDES). L Illinois Benefit ns these duties t	penefit entitlem oads and extra Information Sys	ent progra icts claims stem (IBIS	ams adminis data using 3), Illinois Jo	stered b automa b Link (y the Illii ated sys IJL) and	nois D tems i I Gen	epartm includin Tax. As	ent of g but	
DIRECTOR	CMS SIGNATURE	IMMEDIATE SUF	PERVISOR SIGNA		GENCY HEA				-	DATE	
	CMS SIGNATURE	IMMEDIATE SUF			theme	sch		نت	-	DATE 22/2019	

16. (CONTINUED	0)	- AND THE STATE OF BOOK OF	SSENTIAL FUNCTIONS (Continued)
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION E	by the Illinois Department of Employment
20%	Security (IDES) and par Exchange system. Ass employers and hiring fa	esses, researches and selects clier irs for job interviews; selects suitab	by the Illinois Department of Employment job seekers and employers using the IL Labor at skills; refers clients to training programs or le job openings as listed in the IL Labor le through computer programs and contacts ont vecational exploration tools; provides
	clients with information up on training programs referrals and need for a opportunities; assists wapplicants and employed performs these duties for the second seco	regarding training programs or seles or job orders for employers request idditional referrals; verifies and recort the planning, recruitment, and elers in the use of self-service of the longer assigned worksites within the selections.	ent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of ords placements; as directed, solicits job execution of hiring fairs. Coaches both L Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or
	need interpretive service		
10%	routine, initial or continu written determinations;	ued claims; investigates, researche conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ons and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and maintena	I attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; les for assigned worksites within the service
05%	6. Establishes and mainta	ins activity reports to demonstrate	work activity and detail time charging.
05%	Performs other duties a enumerated above.	as required or assigned which are re	easonably within the scope of the duties
conducting	TITLE AND NUMBER OF IMM		for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
	<u> </u>	isor 13600-44-54-105-30-01	
18. CHECK TH	HE APPROPRIATE BOX IF THI	S POSITION IS A:	
☐ SUPE	RVISOR OR LEAD W	VORKER	
	upervisory or lead worker res me percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
	as checked above, list position t	title, position number, and number of su	ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	755 (A)OM 55 050 010 10	ADULTIES LISENS INC.	04701445050484505
PERFORM ABILITIES CAN NO I	MANCE OF THE WORK OF TH S AND LICENSURE OR CERTI LONGER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
Requires kno	wledge, skills and mental de		college with academic background in ours) of experience as a department intermittent

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

1. POSITION TIT	LE	W	ORKING TITLE (IF ANY)	BILINGUAL		TION TITLE ON CODE	2. POS	ITION NU	MBER		
Existing Position							13650	-44-54-	220-4	2-31	
New/Revised Position Employment S Program Repr				29	,	SS	13650	-44-54-	107-1	0-31	
3. AGENCY	- COOMMAN - COOM		4. BUREAU/ DIVISION	-l	•		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											
New/Revised Position	t of Employment Secur	itv	Service Delivery/ Field	Operation	ons		0	022	Υ	R	
10. SECTION			11. UNIT				12. TRAN CODE	SACTION	1	3. EFFECTIV	E DATE
Existing Position	ion		Employment Services							07/16	/2018
Northern Regi	10(1						П мал	21 ESTAE	11 ISH		
Northern Regi Office	ion/ North Aurora Local					Rutan	☐ MC0	22 EXEM	PT COD		
14. WORK LOCA	ATION		15. BARGAINING/TERM CO	DDE		Exempt	⊠ MC0	24 POSIT	FY		
Existing Position							□мс	27 ADDIT 28 WORK 21 ABOLI	COUN		
New/Revised Position			Dooco			NI NI	☐ MC1	49 DOWN	IWARD		
Lisle, IL			RC062			N	☐ MC1	50 LATER 58 UPWA	RD RE		
% OF TIME			ND ACCURATE STATEME							ont Inqui	ranca
	Under general superv	ision,	for an assigned area, as	sesses a	and ac	aaresse	es clien	of claims	ooyme	ent insu Jampla	rance
			needs. Provides service but not limited to inters								
	insurance benefits, in	ciuaine	j but not limited to inters iews; provides orientatio	nate, mili	itary, i	olilei le	itu foote	re: odiu	cauju dicat	sun c ni,	•
	conducts benefit right	Theore	gh the use of the IL Lab	n Evobo	2000	vetem	motobo	ns, auju se condi	dotoe	to ich	
	penent ciaim issues.	formala	gn the use of the IL Labor, placement and follow-t	in convic	nge s	ystern, Savailai	niaione	ordere o	uales r troir	ina nro	arame.
	openings, provides re	terrais	s, placement and follow-to a using automated data s	ap servic	rofor	ı avallal	o with a	omploy	i uan iceua	e and e	granico, ervico
	processes and extrac	ata aff	ice or partner staff; estal	bliches e	nd m	ointoine	ootivit	v roporte	· Ac	s allu si	SI VICE
	needs to the appropri	ate on	signed worksites within	the cond	na m	dii ilaii is	roo otl	y repuits	the n	rimary	
								ici uiaii	tile þ	ililiai y	
	assigned office. Provi	ues III	terpretive services for S	Janish Sp	Jeanii	ig cheri	t5.				
25%	1. Using the Sp	anish I	anguage when necessa	ry, interv	iews (clients t	o deter	mine un	empl	oyment	
İ	insurance cla	ims m	onetary eligibility and dis	cern em	ployn	nent his	tory an	d work s	tatus	; provide	es
	information o	n avail	able job training and/or	educatio	nal pr	ograms	; provid	ies intor	matic	on on the	e use
			nange system, determine								
			cess to facilitate self-serv opliance; explains rights								pian
	ł										
25%	2. Takes and pr	ocesse	es all types of routine, co	mplex a	nd sp	ecial cl	aims or	n benefit	entit	lement	on toy
	programs add	niniste	red by IDES; process cl Loads and extracts da	ient voud la from a	oners iutom:	or eligii ated sv	ollity ioi stems	ms for t	arget	runaea	or tax
	İ	-									
20%	3. Assists client	s with	various programs and se	ervices o	ffered	by IDE	S and	partner	agen	cies, usi	ing the
	Spanish lang	uage v	vhen necessary. Assists	or regist	ters jo	ob seek	ers and	employ	ers u	sing the	! IL
	Labor Exchai	nge sy	stem. Assesses client s	Kills, res	earcn	es ano	modille	es the sk	ills to	matem So iob	ıı ı e
	client; refers	clients	to employers and hiring	tairs for	Job In	iterview	s; sele	cts appr	opriai	e jou Johlo th	rough
	openings as	isted ii	n IL Labor Exchange sys	stem for	applic	ants re	quiring	services	avai	ina solo	ougn
	computer pro	grams	and contacts employers	s, provide	es che	ents with	n Inioni	re reque	garui etina	orvice	from
	Jobs and Job	ntervie	ew procedures; follows u	ib ou loo	oruei	nol rofo	rrole: v	orifice a	oung	corde	110111
	IDES to dete	rmine :	status of referrals and ne cted, solicits job opportu	eu ior a	aaiata	with th	o plana	ina roc	nu rei	ont and	
	placements;	as uire	airs. Coaches both app	linues, a: licente a	nd on		e piaili e in tho	use of	alf.e	ervice of	the II
			stem. Travels to fairs a			ipioyei.	3 111 1110	430 01 0	JC11 JC	JI VIOC 01	
		•	The same and the same of the s								
DIRECTOR OF C	CMS SIGNATURE	IMMED	DIATE SÜPERVISOR SIGNAT	URE /	AGENC	CY HEAD	SIGNAT	URE	سا	"	DATE
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Du M	194) IL 401-0794 Naifes 10-4-18	В	γ:								

16. (CONTINUE	<u> </u>		
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	Adjudicates minor l continued claims; ii	benefit claim issues, providing eligil nvestigates, researches, and expla	ibility determinations for routine, initial or nins case disposition; provides written s and accepts appeal when appropriate.
10%	relationships and a service to fellow off Assists clients with	ttire as related to a specific job refe fice staff. Conducts employment wo registration and claims as work flo	dvises clients on work attitudes, habits, erral transferring more complex or specialized orkshops to enhance client employability. ow necessitates; processes data from file S automated data files; extracts and utilizes data
05%	6. Establishes and ma	aintains activity reports to demonst	trate work activity and detail time charging.
05%	 Performs other dut enumerated above 		are reasonably within the scope of the duties
17. POSITION	TITLE AND NUMBER OF IMA	MEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,
	g and signing performance evalumbent of this position.)	uations; effectively recommending and	I imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
PSA, Opt. SS	37015-44-54-107-00-31		Local Office Manager
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:	
SUPE	RVISOR OR LEAD W	VORKER	
tiı	me percentage(s) allotted. as checked above, list position	sponsibilities must be described in a title, position number, and number of s	a detailed duty statement(s) with a subordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFORI ABILITIES	MANCE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
social/behavi staff member business; or provisions of service need search plan f information for software prog Requires abi	oral sciences or business; or and a minimum of two year four years (6,000 work hours the UI Act impacting on area s. Requires the ability to effor or clients and identification of or the determination of paym grams such as word process ity to travel. Requires abilit	r requires two years (3,000 work hos college credits completed with pass) as a department intermittent staffas of responsibility; job knowledge ectively communicate with employed inappropriate work search efforts tent or non-payment of claimants ausing and spreadsheets, database me	s college with academic background in ours) of experience as a department intermittent assing grades in social/behavioral sciences or if member. Requires working knowledge of those of employers and their UI and employment ers and/or clients; determine an effective work is; effectively organize and analyze pertinent and to use a personal computer with related nanagement, electronic mail and internet. In language at a colloquial skill level in ints.



1. POSITION TITE	E	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION O	TITLE 2. PO	SITION	NUME	3ER		
Existing Position				335	3						
New/Revised Position Employment S			· · · · · · · · · · · · · · · · · · ·	29	SS	136	 50-44-5	4-10)7-2	1-31	
Program Repr 3. AGENCY	esentative		4. BUREAU/ DIVISION		1	5. EXM	T 6. WOR	<u> 7</u>	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position						COL	E COUN	+	101H		USE
							_				
New/Revised Position II Department	t of Employment Secur	itv	Service Delivery/ Field Operations 0 045 Y							R	
10. SECTION		·- ,	11. UNIT				12. TRANSACTION 13. EFFECTIVE CODE				
Existing Position											/2019
New/Revised Position Northern Regi	ion/ North Aurora Loca	l Office	Service Unit I				IA021 ES IC022 EX	EMPT	COD		
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE		cempt 🛛 🖾 N	IC024 PO IC026 CL IC027 AD	ARIFY	,		ANGE L CHANGE
Existing Position						🗆	1C028 W	RK C	CNUO		
New/Revised Position					-+		1D021 AB 1C149 DC	WNW	/ARD		
North Aurora,	IL		RC062	2			1C150 LA 1C158 UP				
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PO	SITION	ESSENTI	AL FUN	CTIO	NS		
25%	conducts benefit righ nonseparation benefit applicants, provides I loads and extracts cla needs to relevant offit these duties for assig Travels to fairs and w services. 1. Assesses and ac services related to	it claim iss referrals, paims data ice or parti gned works vorksites.	tues. Using the IL La placement and follow using automated system ner staff; establishes sites within the servious Utilizes Spanish lang	abor Exch r-up service stems; ref and mair ce deliver juage to a Insurance unemploy	ange syces on a fers clientains ac y area cassist clientains e and Wyment in	ystem, selevailable jouts with contivity reporther than itents who wagner-Pensurance	ects sui ob orde omplex orts. As the prir request eyser se cenefits	table rs or ssue direct nary or n rvice	e job traines an cted ass need need	o opening promoting promotion of the pro	ograms; ervice ms office. etive ovides ot
	with clients to de discern employm provides informa use of the IL Lab the registration p and reviews for corograms. As dir	termine un nent histor tion on av for Exchar process to compliance ected, per imary ass	nemployment insurar y and work status; prailable job training ange system, determing facilitate reemployme; explains client rightforms these duties formed office. Utilizes	nce claims rovides or nd/or edu- nes releva ent; assis nts and re- or assigne	s monet ientatio cational int servi ts in the sponsib ed works	tary and r n and clai l program ces for the formatio ilities as t sites withi	onmone ifies eliges; provice applice applice of worker they per the second the second application of the second application the second application app	etary gibilit les in ant a k se ain t	religity faint onformand carch archerion be archerion be	ibility a ctors; mation coaches action enefits livery a	nd on the s in plan rea
25%	complex and spe Employment Sec not limited to the	ecial claim curity (IDE Illinois Be ns these d	to receipt, review, e s on benefit entitlem S). Loads and extra enefit Information Sys uties for assigned wo	ent progra cts claims stem (IBIS	ams adr s data u S), Illino	ministered sing auto is Job Lin	by the mated s k (IJL) a	Illino ystei ind C	ois D ms i Gen	epartm ncludin Tax. As	ent of g but
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TYW [[[eyes ,	PA:		-							

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI/	AL FUNCTIONS (Continued)
20%	3.	Security (IDES) and particles and hiring far employers and hiring far employers; trains client clients with information up on training program referrals and need for a opportunities; assists wapplicants and employer performs these duties in	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital applicants requiring services available to use and interpret self-assessman regarding training programs or select or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	i job seel ent skills; ole job op ole throughent voca ected job esting ser ords place execution IL Labor ervice de	gh computer programs and contacts ational exploration tools; provides as and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,
10%	4.	routine, initial or continuations;		es, and e ions and	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	elex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	rvice nee oyability. ance for	s related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work act	tivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	easonab	ly within the scope of the duties
conducting	g and	LE AND NUMBER OF IMN I signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigi imposing	ning and reviewing work, preparing, disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-54-107-20-01		
		PPROPRIATE BOX IF TH			
☐ SUPE	RVIS	OR OR LEAD V	VORKER		
			sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
		percentage(s) allotted.	title, position number, and number of s	ubordinat	e incumbents or authorized funded
headcoun		iecked above, list position	title, position number, and number or si	uborumac	e incumberts of authorized funded
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					NEGEO 1 B. V. CO. T. C. C. C. C. C. C. C. C. C. C. C. C. C.
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH ID LICENSURE OR CERT GER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDA	ARE NO RDS, THE	NECESSARY FOR THE SUCCESSFUL W SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		with academic background in experience as a department intermittent
					ades in social/behavioral sciences or
business; or	four	years (6,000 work hours	s) as a department intermittent staff	membe	r; or qualifying state employees, in the
					cy tests and training programs leading
					e Unemployment Insurance (UI) Act inployment service needs. Requires the
					ve work search plan for clients and
identification	of ir	appropriate work search	n efforts; effectively organize and a	nalyze p	ertinent information for the determination
or payment of processing a	r no nd s	n-payment of claimants preadsheets, database	and to use a personal computer wi management, electronic mail and ir	in related nternet. F	d software programs such as word 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.

16 (CONTINUED)

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TI Existing Position	TLE	WORI	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION	CODE	2. POS	ITION NU	MBER			
New/Revised Position Employment Program Rep	Security			29	ss	5	13650	-44-54-	107-4	1-31		
3. AGENCY			4. BUREAU/ DIVISION			5	CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position												
New/Revised Position		:4	Service Delivery/ Field Operations 0 045 Y							R		
10. SECTION	nt of Employment Secur	ıty	11. UNIT 12. TRANSACTION 13. EFFECT									
Existing Position							CODE					
			02/16/2									
New/Revised Position Northern Reg	ion/ North Aurora Local	Office	Service Unit II				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOCA	ATION		15. BARGAINING/TERM	CODE				24 POSIT 26 CLARI		MBER CH	ANGE	
Existing Position								27 ADDIT 28 WORK			CHANGE	
New/Revised Position						[21 ABOLI 49 DOWN	SH			
North Aurora,	IL		RC062			$N \mid \bar{I}$	☐ MC1	50 LATER	AL REA	ALLOCATIO	NC	
% OF TIME	16. COMPLETE CURRI	ENT AND A	L ACCURATE STATEMEN	NT OF PC	SITION			58 UPWA FUNCTI		ALLOCATIO	JN	
25%	services related to limited to interstal with clients to det discern employme	service ne cluding bu s interviev t claim iss eferrals, paims data ce or partr ned works orksites. Undersees co the proces, military ermine unent history	eds. Provides service at not limited to interst ws; provides orientation ues. Using the IL Laborated and follow-lusing automated systems staff; establishes astites within the services.	es related atte, milit on and cloor Exchaup service ems; refeand main e delivery age to a msurance nemploy trade reace claims vides ori	to the ary and arifies of ange syees on a ers clientains acy area cossist clientains and Warner in adjustmentation entation	proces d other eligibilit ystem, availabl nts with ctivity r other th ients w Vagner- nsurance nent. Co tary and n and co	sing of federally fact selection components of the federal the federal	of claims al or tractors; adjusts suitable orders or plex issued as the primar quest or er service per services benefits, in the benefits are eligibited.	s for ude readudicate of training the same of the same	nemplo adjustmentes o openin ning pro nd/or se l, perform igned or interpre eds. Pro ag but no its interpre ibility ar ctors;	yment ent; gs for ograms; ervice ms ffice. etive	
25%	use of the IL Laborathe registration programs. As directly other than the principle interpretive service. 2. Performs function complex and specific programs.	or Exchan rocess to fompliance ected, performary assigness. as related cial claims urity (IDES)	ge system, determine acilitate reemploymen; explains client rights forms these duties for gned office. Utilizes S	es relevant; assist s and res assigner panish la try, analy nt progra	nt services in the sponsibility of works anguage sis and ms adn data us	ces forma forma ilities a sites wi e to as resolu ninister sing au	the a tion o s they ithin the sist cl ation of red by itoma	pplicant f work s pertain ne service ients wh f all type the Illin ted syste	and of earch to be ce del no req es of of loois Do ems in	coaches action penefits livery ar puest or routine, epartmencluding	s in plan ea need ent of	
DIRECTOR OF C		s these du office.	erit information Systematics for assigned work in the system of the syst	ksites wit		e servic	e deli	URE	a oth	er than t	ATE	
MS 184 (Da) 10"	27	a	4	<u> </u>		mg-1	Sur	m		1 03/2	2/2019	
MS-104 (ReV. 10/9	ayıs 5/19	L.	LY:									

16. (CONTINUE			•		
% OF TIME	16.		ACCURATE STATEMENT OF POSITION		
20%	3.	Security (IDES) and par Exchange system. Assemployers and hiring fa Exchange system for an employers; trains clients clients with information up on training programs referrals and need for an opportunities; assists with applicants and employe performs these duties for	ther agencies. Assists or registers esses, researches and selects clie irs for job interviews; selects suitable pplicants requiring services available to use and interpret self-assessman regarding training programs or selector job orders for employers requed ditional referrals; verifies and receith the planning, recruitment, and ears in the use of self-service of the lor assigned worksites within the selector fairs and worksites. Utilizes Spare	s job seekent skills; ble job op ble throughent voca ected job esting ser ords place execution IL Labor ervice del	gh computer programs and contacts ational exploration tools; provides and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;		es, and exions and	
10%	5.	clients with more comple Conducts employment v claims; processes data extracts and utilizes data	ex or specialized issues and/or ser workshops to enhance client emplo from file construction and mainten	rvice nee oyability. ance for	s related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
05%	6.	Establishes and maintai	ns activity reports to demonstrate	work act	ivity and detail time charging.
05%		enumerated above.	s required or assigned which are re		
conducting	g and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		ning and reviewing work, preparing, disciplinary action and adjusting grievances
		7, 10, 10 to		WORKIN	NG TITLE (IF ANY)
Employment	Sec	urity Field Office Supervis	sor 13600-44-54-107-40-01		
		PPROPRIATE BOX IF THIS		L <u> </u>	
SUPE	RVIS	OR OR LEAD W	ORKER		
tiı	ne p as ch	ercentage(s) allotted.	ponsibilities must be described in a tle, position number, and number of su		
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL W SEVERAL OPTIONS OF SKILLS AND

CAN NO LONGER BE USED.

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

1. POSITION TIT	TLE	WORK	KING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position										
New/Revised Position Employment : Program Rep	Security			29	ss	13650)-44-54-	107-5	1-31	
3. AGENCY		1	4. BUREAU/ DIVISION			5, EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position	at of Employment Secur	rity	Service Delivery/ F	ield Opera	ations	0	045	Υ	R	
10. SECTION	R of Employment occur	ity	11. UNIT			12. TRAN CODE	SACTION	1	3. EFFECTIV	/E DATE
Existing Position				4		COBE			02/16	/2019
New/Revised Position			Comico Unit III				04 50545	<u> </u>		
Northern Reg	ion/ North Aurora Loca	l Office	Service Unit III		. Distan	∐ мсо	21 ESTAE	PT COE		
14. WORK LOCA	ATION		15. BARGAINING/TERI	M CODE	Rutan Exempt	☑ MC0	24 POSIT 26 CLARI	FY		
Existing Position						☐ MC0	27 ADDIT 28 WORK	COUN		
New/Revised Position			5000			1 ☐ MC1	21 ABOLI 49 DOWN	WARD		
North Aurora,			RC062		N	☐ MC1	50 LATER 58 UPWA	RD REA		
% OF TIME	16. COMPLETE CURR								4 1	
25%	limited to interstate with clients to det discern employmer provides informate use of the IL Laborathe registration programs. As directly other than the printerpretive service.	dresses cloothe processes cloothe processes to fompliance ected, perfmary assigness.	lacement and follow- using automated sys- ner staff; establishes sites within the service. Itilizes Spanish lang lient Unemployment essing of claims for a rand other federal or employment insurant and work status; pro- ailable job training an ge system, determing acilitate reemployment; explains client right forms these duties for gned office. Utilizes S	-up service tems; reference delivery uage to as Insurance unemployer trade reading ovides ories relevances relevances; assists and reservances resigned Spanish la	es on availables on availables clients was activity area other essist clients and Wagn ment insurant insurant insurant insurant insurant insurant insurant entation and estional progent services of sin the form ponsibilities di worksites anguage to a	able job vith com y report than th who re- er-Peys ince ber Conduct and non d clarifie grams; properties for the a nation of s as they within the	orders of aplex iss s. As direct or applicant or applicant of the services of	ce necludir fit rightly elightly elightly elightly earch earche to be	ning prond/or set l, performing production of linterproduction of	ograms ervice ms ffice. etive ovides ot views and on the s in plan eea need
25%	Employment Sec not limited to the	cial claims urity (IDES Illinois Bei s these du	to receipt, review, en s on benefit entitleme S). Loads and extrac nefit Information Sys ities for assigned wo	ent program ets claims tem (IBIS)	ms adminis data using), Illinois Jol	tered by automa b Link (I	/ the Illir ted syst IJL) and	ois D ems i Gen	epartmencluding	ent of but
	i			كيسم فاله _ ـ د فسأ						
DIRECTOR R EC	 CMS É IGNATURE	IMMEDIATI	F SUPERVISOR SIGNAT		GENCY HEAD	SIGNAT	URF		· ·	ATF
DIRECTOR OF C	CMS SIGNATURE	IMMEDIATI	E SUPERVISOR SIGNAT	URE A	GENCY HEAD Hroma by	SIGNAT SCA	URE	;	1	ATE 22/2019

16. (CONTINUE			
% OF TIME	16. COMPLETE CURRENT AND ACCURAT		
20%	Security (IDES) and partner age Exchange system. Assesses, re employers and hiring fairs for joint Exchange system for applicants employers; trains clients to use clients with information regarding up on training programs or job or referrals and need for additional opportunities; assists with the plapplicants and employers in the performs these duties for assign	encies. Assists or registers judgesearches and selects clients interviews; selects suitable requiring services available and interpret self-assessments of training programs or selected for employers request referrals; verifies and recolanning, recruitment, and excuse of self-service of the IL lated worksites within the service within the service	by the Illinois Department of Employment job seekers and employers using the IL Labor at skills; refers clients to training programs or le job openings as listed in the IL Labor e through computer programs and contacts ent vocational exploration tools; provides cted jobs and job interview procedures; follows sting service from IDES to determine status of rds placements; as directed, solicits job secution of hiring fairs. Coaches both Labor Exchange System. As directed, vice delivery area other than the primary mish language to assist clients who request or
10%	routine, initial or continued claim written determinations; conducts	ns, investigates, researches s reconsidered determinatio	es, providing eligibility determinations for s, and explains case disposition, provides ons and accepts appeals. As directed, performs ery area other than the primary assigned office.
10%	clients with more complex or spe Conducts employment workshop claims; processes data from file	ecialized issues and/or serves to enhance client employ construction and maintena ected, performs these dutie	attire as related to a specific job referral; refers vice needs to relevant office or partner staff. yability. Assists clients with registration and nce for all relevant IDES automated data files; es for assigned worksites within the service
05%	6. Establishes and maintains activi	ty reports to demonstrate w	vork activity and detail time charging.
05%	enumerated above.		asonably within the scope of the duties
conducting	N TITLE AND NUMBER OF IMMEDIATE S g and signing performance evaluations; ef umbent of this position.)	SUPERVISOR (Responsible for fectively recommending and in	or assigning and reviewing work, preparing, mposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Supervisor 1360	00-44-54-107-50-31	
18. CHECK TH	HE APPROPRIATE BOX IF THIS POSITION	ON IS A:	
☐ SUPEF	RVISOR OR LEAD WORKER		
NOTE: St	upervisory or lead worker responsibilit	ies <u>must</u> be described in a d	letailed duty statement(s) with a
	me percentage(s) allotted.	an aumhar and austral at a t	
headcount		on number, and number of sub	pordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A	ZED KNOWI EDGES SKILLS ARUTTES	LICENSUDE OD CEDTIEIO	ATION NECESSARY FOR THE SUCCESSFUL
PERFORM	MANCE OF THE WORK OF THIS POSITI	ON. NOTE: SINCE THERE A	RE NOW SEVERAL OPTIONS OF SKILLS AND
ABILITIES	S AND LICENSURE OR CERTIFICATION LONGER BE USED.	I IDENTIFIED ON STANDARE	DS, THE PHRASE "SAME AS SPECIFICATION"
11110	<u></u>		

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



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITIO OPTION	N TITLE	2. POSI	TION NU	MBER		
Existing Position											
New/Revised Position Employment S Program Repr	•			29	S	s	13650	-44-55-	103-2	1-31	
3. AGENCY	CSCIIIAUVC	I	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/ F	ield Oper	rations		0	050	Υ	R	
IL Departmen	t of Employment Secur	ity	11. UNIT	ieiu Opei	auons		12. TRAN		l	3. EFFECTIV	E DATE
10. SECTION Existing Position			II. UNII				CODE		- 		
Enoung Foation			,							02/16/	2019
New/Revised Position Northwest Re	gion/ Ottawa Local Offi	ce	Service Unit I				☐ MC0		PT COD	E CHANGI	
14. WORK LOCA	TION		15. BARGAINING/TER	M CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CHA	ANGE
Existing Position		i					☐ MC0	27 ADDIT	IONAL I	IDENTICAL	
		- <u></u>					☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062	2		N	☐ MC1	50 LATER	RAL REA	REALLOCATION	N
Ottawa, IL % OF TIME	16. COMPLETE CURRI	FNT AND A	L ACCURATE STATEME	ENT OF P	L OSITIOI	N ESSF				ALLOCATIO	N.
25%	limited to interstate with clients to detect discern employme provides informations of the IL Laborate registration programs. As direct other than the printerpretive service.	cluding buts interview to claim issueferrals, paims data ce or partraned works worksites. Understeen interview termine under the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process to the process.	at not limited to inters ws; provides orientat ues. Using the IL La blacement and follow using automated sys ner staff; establishes sites within the servic Utilizes Spanish lang	state, milition and cabor Exchange for exchange from the calculation of the calculation o	itary an clarifies nange so ces on fers clientains ary area assist of the cational ant servests in the sponsilled work language.	d other eligibilities availal ents wire activity other telients with the ents with the	r federality fact, selection, selection in the community of the community	al or tra- cors; adjusts suitals orders of plex isses. As directed e primal quest or er servi- nefits, in ets bene monetals se eligible provides applicant f work servi- plients with	de rea udica ble jok or trai ues a recteo ry ass ce ne cludir fit righ ry elig ility fa infor and earch to be ce de no rec	adjustmentes o openin ning pro nd/or se l, perfore igned of interpre eds. Pro ng but ne nts inten pibility ar ctors; mation of coaches n action enefits livery ar quest or	gs for ograms; ervice ms office. etive ovides on the s in plan rea need
	complex and spe Employment Sec not limited to the directed, perform primary assigned	cial claims curity (IDE: Illinois Be is these du I office.	s on benefit entitleme S). Loads and extra nefit Information Sys uties for assigned wo	ent progra cts claims stem (IBIS orksites w	ams ad s data u S), Illind vithin th	Iministe using a ois Job ie servi	ered by automa Link (l ice deli	the Illir ted syst IJL) and ivery are	nois D ems i Gen	epartmonicularing Tax. As er than	ent of g but the
DIRECTOR OF	CMS SIGNATURE	1	E SUPERVISOR SIGNA		AGENCY				:		ATE
	rel forte:	1 ' A	AR 28 20.3			10.5	-Ju	in	ائۃ	03/2	22/2019
MS-104 (Rev. 10/5)	94) 1L 401-0794 1 425-19	F;;									

16. (CONTINUE	D)				
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	SSENTIA	L FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists wa applicants and employed performs these duties for	sesses, researches and selects clie airs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessmiregarding training programs or selects or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the lor assigned worksites within the sets to fairs and worksites. Utilizes Spare	job seel- nt skills; le job op le throug ent voca- ected job sting ser ords plac xecution L Labor rvice del	refers and employers using the IL Labor refers clients to training programs or benings as listed in the IL Labor ship computer programs and contacts ational exploration tools; provides and job interview procedures; follows vice from IDES to determine status of sements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;		s, and e ons and	
10%	5.	clients with more comp Conducts employment claims; processes data	lex or specialized issues and/or ser workshops to enhance client emplo from file construction and mainten	vice nee yability. ance for	s related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
			n the primary assigned office.		3
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work act	ivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonab	ly within the scope of the duties
17 POSITION	<u> </u>		MEDIATE SUPERVISOR (Responsible	for accion	ning and reviewing work preparing
conducting	g and				disciplinary action and adjusting grievances
				WORKII	NG TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	isor 13600-44-55-103-20-01		
18. CHECK TI	IE A	PPROPRIATE BOX IF THI	S POSITION IS A:		
☐ SUPE	RVIS	OR OR □ LEAD V	VORKER		
NOTE: S	uper	visory or lead worker res	ponsibilities must be described in a	detailed	duty statement(s) with a
ti	me p	ercentage(s) allotted.	·		
		necked above, list position	title, position number, and number of su	ibordinate	e incumbents or authorized funded
headcoun				· · · · · ·	
N/A	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
	ZFD	KNOWLEDGES, SKILLS	ABILITIES, LICENSURE OR CERTIFIC	L CATION I	NECESSARY FOR THE SUCCESSFUL
PERFORI ABILITIES CAN NO	MAN S AN LON	CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO	W SEVERAL OPTIONS OF SKILLS AND EPHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years		
					experience as a department intermittent
					ades in social/behavioral sciences or r; or qualifying state employees, in the
					cy tests and training programs leading

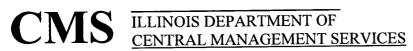
social/behavioral sciences or business; or requires two years (3,000 work hours) of experience as a department intermittent staff member and a minimum of two years college credits completed with passing grades in social/behavioral sciences or business; or four years (6,000 work hours) as a department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



Section Section Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security Service Delivery/ Field Operations Security	1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL	POSITION TITE		ITION NU	MBER		
Employment Security Program Representative 4. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. BARGAINING/TERM CODE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CO	Existing Position			· · · · · · · · · · · · · · · · · · ·	CODE	OF HON GOD	-				
Employment Security Program Representative 4. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. CONTROL 1. BURBAU DIVISION 5. BARGAINING/TERM CODE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. EXEMPT CODE CHANGE 6. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CONTRY CHANGE 7. MOCKS 2. MOCKS CO	New/Revised Position				-		<u> </u>				
3. AGENCY 4. BUREAU DIVISION 5. ESTRICT PRIMITION 1. Department of Employment Security 1. Department of Employment Security 1. UNIT 1. SECTION 1. UNIT 1. SECTION 1. UNIT 1. SECTION 1. SECTION 1. UNIT 1. SECTION 1. SECTION 1. SECTION 1. UNIT 1. SECTION 1	Employment :	Security		•	29	SS	13650	-44-55-	104-1	1-31	
IL Department of Employment Security				4. BUREAU/ DIVISION				6. WORK COUNTY		8.AUDIT	9, OFFICE USE
IL Department of Employment Security Service Delivery/ Field Operations 10 Set Total Section 11 Set Total Section 12 Section 12 Section 13 Section 14 Section 15 Section 15 Section 16 Section 16 Section 16 Section 17 Section 17 Section 17 Section 17 Section 17 Section 17 Section 18 Section	Existing Position					•					
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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. 25% 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 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			ENT AND A	L ACCURATE STATEME	NT OF PO	SITION E				ALLOCATIO	<i>2</i> (4
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. DIRECTOR OF CMS AGNATURE IMMEDIATE SUPERVISOR SIGNATURE MAR 28 23.3 MAR 28 23.3 MAR 28 23.3 MAR 28 23.3		insurance benefits, in conducts benefit right nonseparation benefit applicants, provides a loads and extracts claneeds to relevant offit these duties for assign Travels to fairs and was ervices. 1. Assesses and acception services related a limited to interstate with clients to dediscern employment provides informate use of the IL Labethe registration pand reviews for conformation. As directly other than the printerpretive services.	ncluding buts interview it claim iss referrals, paims data ice or partigned works worksites. It didresses of the process to the process to compliance compliance rected, per imary assistes.	at not limited to intersive; provides orientatues. Using the IL Lablacement and follow using automated system staff; establishes sites within the servicutilizes Spanish language of claims for and other federal onemployment insurary and work status; prailable job training ange system, determinated in the servicutilizes of the system of t	state, milition and clabor Excharge exception in the control of th	cary and of larifies eligange systems on avaities elients actions action area of larifies and Wayment instantation actional procession of the service of the	ther feder gibility facem, select em, select ailable job s with com- vity report er than the ner than the ter and clarifier rograms; as for the a comation of ies as the es within to to assist of	ral or tra tors; adjusts suitate orders inplex issis. As directed ine primal quest or ser servine fits, in cts bene inmonetal es eligib provides applican of work service in ser	de rea udica ble job or trai ues a recteo ry ass r need ce ne icludin fit right ry elig ility fa s infor t and search n to be ice de ho red	adjustmentes o opening production opening production of the production of the production opening and the production opening action opening and the productio	ent; ngs for ograms; ervice ms office. etive ovides ot views nd on the s in plan rea need
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16. (CONTINUE	D)				
% OF TIME		COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa	artner agencies. Assists or registers	job see	Illinois Department of Employment ekers and employers using the IL Labor
	l	Exchange system. As	sesses, researches and selects clie	ent skills	; refers clients to training programs or
		employers and hiring f	airs for job interviews; selects suital	ble job d	ppenings as listed in the IL Labor
	1	Exchange system for a	applicants requiring services availat	ole throu	igh computer programs and contacts
	į .	employers; trains clien	its to use and interpret self-assessm	nent voc	ational exploration tools; provides
					bs and job interview procedures; follows
			ns or job orders for employers reque additional referrals; verifies and rec		ervice from IDES to determine status of
		opportunities: assists v	with the planning, recruitment, and e	orus pia	n of hiring fairs. Coaches both
			vers in the use of self-service of the		
			for assigned worksites within the se		
					nguage to assist clients who request or
		need interpretive servi	ces.		
10%	4.		and nonmonetary benefit claim issu		
			nued claims; investigates, researche		
					d accepts appeals. As directed, performs a other than the primary assigned office.
		these duties for assign	ied worksites within the service deli	very are	a other than the primary assigned office.
10%	5.	Advises clients on wor	k attitudes, habits, relationships and	d attire a	as related to a specific job referral; refers
					eds to relevant office or partner staff.
					. Assists clients with registration and
					r all relevant IDES automated data files;
				ties for a	ssigned worksites within the service
		delivery area other tha	in the primary assigned office.		
05%	6.	Establishes and maint	ains activity reports to demonstrate	work ac	ctivity and detail time charging.
			,-		
05%	7.	Performs other duties	as required or assigned which are r	easona	bly within the scope of the duties
		enumerated above.	· · ·		
			MEDIATE SUPERVISOR (Responsible		ining and reviewing work, preparing, g disciplinary action and adjusting grievances
for the inc	umb	ent of this position.)	idations, enectively recommending and	mposing	g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
			visor 13600-44-55-104-10-01		
18. CHECK TH	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
☐ SUPE	RVIS	OR OR TLEAD	WORKER		
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			sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a
		percentage(s) allotted.	AiAla maaiti am muushan anal muushan af a	مماليم مايي	to the same books are as who sales of five days.
headcoun		iecked above, list position	title, position number, and number of s	ubordina	te incumbents of authorized funded
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N/A			1 comon rannoci	· · · · · · · · · · · · · · · · · · ·	140. Of mountained to 1 unded vacancies
19. SPECIAL	IZED	KNOWLEDGES, SKILLS	, ABILITIES, LICENSURE OR CERTIFI	CATION	NECESSARY FOR THE SUCCESSFUL
PERFORI	MAN	CE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	DW SEVERAL OPTIONS OF SKILLS AND
		D LICENSURE OR CERT GER BE USED.	IFICATION IDENTIFIED ON STANDAL	RDS, TH	E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years	college	with academic background in
					experience as a department intermittent
staff member	and	l a minimum of two year	rs college credits completed with pa	ıssing gı	rades in social/behavioral sciences or
					er; or qualifying state employees, in the
i ampiayaa lin	114/25	a Mobility Drogram may	complete combinations of chacific	nroficia	say tacta and training programs loading

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



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITL OPTION CODE	2. POS	ITION NUI	MBER		
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16. (CONTINUE				
% OF TIME	16.		ACCURATE STATEMENT OF POSITION	
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		up on training program referrals and need for a opportunities; assists w applicants and employe performs these duties to	is or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and ears in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Sp	lected jobs and job interview procedures; follows esting service from IDES to determine status of cords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, ervice delivery area other than the primary eanish language to assist clients who request or
10%	4.	routine, initial or contin written determinations;	ued claims; investigates, researche conducts reconsidered determinat	ues, providing eligibility determinations for es, and explains case disposition; provides cions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or se workshops to enhance client emplor from file construction and mainten	d attire as related to a specific job referral; refers rivice needs to relevant office or partner staff. oyability. Assists clients with registration and lance for all relevant IDES automated data files; ties for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%		enumerated above.		reasonably within the scope of the duties
conducting	g and			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
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ti	me p	percentage(s) allotted.	sponsibilities <u>must</u> be described in a	
If a box w headcoun		necked above, list position	title, position number, and number of se	ubordinate incumbents or authorized funded
neadcoun		sition Title	Position Number	No. of Incumbents or Funded Vacancies
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				s college with academic background in
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				assing grades in social/behavioral sciences or freember; or qualifying state employees, in the

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



Registrated Present Program Representative 29 SS 13650-44-55-108-31-31	Picture Pict	1. POSITION TI	TLE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
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Peoria, IL RC062 N GRIME ATERAL REALLOCATION OF TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS. Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military 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. 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 co	Peoria, IL RC062 N Mc189 LATERAL REALLOCATION	New/Revised Position	<u> </u>								REALLOC	ATION
WOFTIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS				RC062	2	N	☐ MC1	150 LATER	RAL REA	ALLOCATION	NC
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. 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 Spani	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. 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 worksities within the service delivery area other than the primary assigned office. 25% 2. Perfo		16. COMPLETE CURR	ENT AND A	ACCURATE STATEME	NT OF PO	SITION ES	SENTIAL	. FUNCTI	ONS		
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. DIRECTOR OF DIAS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE	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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 103/22/2019 CMS-104 (Rev. 10/94) IL 401-0794 O3/22/2019	25%	nonseparation beneficapplicants, provides reloads and extracts claneeds to relevant officthese duties for assign Travels to fairs and with services. 1. Assesses and adservices related to interstate with clients to dediscern employment provides informate use of the IL Labothe registration pand reviews for coprograms. As direction of the registration of the registration pand reviews for coprograms. As direction of the registration of the registration pand reviews for coprograms. As directions are respectively.	t claim iss referrals, paims data ce or partigned works worksites. It dresses conthe producte, military termine ur tent history to cess to compliance ected, per imary assi	ues. Using the IL La placement and follow using automated system staff; establishes sites within the servicultilizes Spanish langular Unemployment ressing of claims for and other federal or and work status; prailable job training arge system, determing facilitate reemployment rightforms these duties for the system of the s	abor Exchi-up service stems; refused main ce delivery uage to a linear produce or reduces relevates and responses and responses and responses and responses and responses and responses responses and responses responses and responses resp	ange systemes on available son available stains activity area other ssist client and Wag ment insuradjustment in suration areational proposition of the sponsibilitied worksite	m, selection, selection in the selection of the selection	ets suitals orders of plex issets. As directed and the prima of the provides of the provides applicant of work services be services of work services of the se	ole job or trai ues a rected ry ass need ce need celudir fit righ ry elig ility fa s inform t and search n to be ce de	o opening ning production of the performance of the performance of t	ograms; ervice ms ffice. etive ovides ot views nd on the s in plan
themas Cham	27 Min 28 28.3 Thomas Cham 03/22/2019 CMS-104 (Rev. 10/94) IL 401-0794		complex and spe Employment Sec not limited to the directed, perform primary assigned	ecial claims curity (IDE Illinois Be as these do d office.	s on benefit entitleme S). Loads and extra nefit Information Sys uties for assigned wo	ent progra cts claims stem (IBIS orksites w	ims admini data using), Illinois J thin the se	stered b automa b Link (rvice del	y the Illinated systems (IJL) and ivery are	nois D tems i I Gen	Departm including Tax. As per than	ent of g but the
() () 27 MAR 28 22.) 103-31211 03/22/2019	CMS ₇ 104 (Rev. 10/94) IL 401-0794	DIRECTOR OF	Alum Vinos	1								DATE
	CMS ₇ 104 (Rev. 10/94) IL 401-0794		$\begin{pmatrix} \end{pmatrix}$		MAR 28 223		10.	J-Ju	em	انت	03/	22/2019

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Assists clients with vari	ious programs and services offered	by the	Illinois Department of Employment
		Security (IDES) and pa	artner agencies. Assists or registers	job see	ekers and employers using the IL Labor
•		Exchange system. Ass	sesses, researches and selects clie	nt skills	; refers clients to training programs or
 	1		airs for job interviews; selects suitat		
					igh computer programs and contacts
			ts to use and interpret self-assessm		
					bs and job interview procedures; follows ervice from IDES to determine status of
			additional referrals; verifies and rec		
}			with the planning, recruitment, and e		
			ers in the use of self-service of the		
ļ		performs these duties f	for assigned worksites within the se	rvice de	elivery area other than the primary
	Ì				inguage to assist clients who request or
	ł	need interpretive service	ces.		
	l .				the state of the s
10%	4.		and nonmonetary benefit claim issu		
		routine, initial or continu	ued ciaims, investigates, researche	ione and	explains case disposition; provides discepts appeals. As directed, performs
		these duties for assign	ed worksites within the service deliv	verv are	ea other than the primary assigned office.
		these duties for assign	ed worksites within the service denv	very are	a other than the primary assigned office.
10%	5.	Advises clients on work	k attitudes, habits, relationships and	dattire a	as related to a specific job referral; refers
					eds to relevant office or partner staff.
		Conducts employment	workshops to enhance client emplo	oyability	. Assists clients with registration and
	1				r all relevant IDES automated data files;
				ies for a	assigned worksites within the service
		delivery area other than	n the primary assigned office.		
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	ctivity and detail time charging.
0.50	_	5 6			
05%	/.	Performs other duties a enumerated above.	as required or assigned which are re	easona	bly within the scope of the duties
17. POSITION	TIT V		MEDIATE SUPERVISOR (Responsible	for assig	ning and reviewing work, preparing,
conducting	g and	d signing performance evalent of this position.)	uations; effectively recommending and	imposin	g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	risor 13600-44-55-108-30-01		
		PPROPRIATE BOX IF THI			
	D) ((C		WORKER		
SUPE	KVIS	SOR OR LEAD V	VORKER		
			sponsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a
		percentage(s) allotted.	\$141	۔ حالہ ۔ حال	As income and as a subbasined founded
headcour		necked above, list position	title, position number, and number of su	Buinion	tle incumbents of authorized lunded
		sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND
					E PHRASE "SAME AS SPECIFICATION"
		GER BE USED.			
Requires kno	owle	dge, skills and mental de	evelopment equivalent to four years	college	e with academic background in
					experience as a department intermittent
					rades in social/behavioral sciences or
					er; or qualifying state employees, in the ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
					tive work search plan for clients and
					pertinent information for the determination

of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

16. (CONTINUED)



1. POSITION TITI	LE	WOF	RKING TITLE (IF ANY)	BILINGUAL CODE	POSIT	ON TITLE	2. POS	TION NU	MBER		
Existing Position							13650	-44-56-2	220-4	1-31	
New/Revised Position Employment S Program Repr				29		ss	13650	-44-56 -	101-1	0-31	
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	at Francisco ant Consu	.:4	Service Delivery/ Fig	eld Opera	tions		0	092	Υ	R	
10. SECTION	t of Employment Secui	ıty	11. UNIT				12. TRAN	SACTION	1:	3. EFFECTIV	E DATE
Existing Position							CODE		-	07/46	/2040
Central Region	n	·	Employment Service	es 						07/16	12018
New/Revised Position Northwestern Office	Region/ Champaign L	ocal						21 ESTAE 22 EXEM		E CHANG	E
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt		24 POSIT 26 CLARI		IMBER CH	ANGE
Existing Position	HON		10. BAROANTINO TERM	<u> </u>			☐ MC0	27 ADDIT 28 WORK	IONAL I		
							☐ MD0	21 ABOLI	SH		
New/Revised Position			RC062			N		49 DOWN 50 LATER			
Danville, IL % OF TIME	16 COMPLETE CLIPP	ENT AND	ACCURATE STATEME		<u> </u> NTISC	ON ESS		58 UPWA		ALLOCATION	ON
25%	Under general super and Wagner-Peyser insurance benefits, ir conducts benefit righ benefit claim issues. openings, provides reprocesses and extracement of the lack of the registratical and reviews. 1. Using the Spinsurance clainformation of the lack the registratical and reviews. 2. Takes and person person of the lack the registratical and reviews.	vision, for service no cluding by the interview of the in	r an assigned area, as eeds. Provides service out not limited to intersws; provides orientation the use of the IL Laboratement and following automated data are or partner staff; estagned worksites within repretive services for Suguage when necessant tetary eligibility and disple job training and/oringe system, determines to facilitate self-services to facilitate self-services all types of routine, could by IDES; process of Loads and extracts data	sesses a es related state, mili- on and cla- or Exchai up services systems; blishes a the servi- panish sp ry, intervi- scern em education es appro- vice; assi and resp omplex a ient vouc	and add to the tary, of tary,	ddressed by the process of the proce	es clientessing of deral of deral of the cole job of activity and the cole job of activity area, other attory and the cole for the mation on bene aims or boility for	t Unempor claims restrate rest	oloymes for use adjudicate dates retrain issue s. As retrains the properties and an earch are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are and a search are a search ar	unemplo stment; es minor to job ning prog s and se needed, rimary oyment ; provide on on the d coach ch action	grams; grams; ervice es e use nes in
Ji M	Spanish lang Labor Excha client; refers openings as computer pro jobs and job IDES to dete placements; execution of	guage who ange system clients to clients to clisted in I bograms a interview ermine state as direct hiring fair	en necessary. Assists em. Assesses client so employers and hiring IL Labor Exchange synd contacts employers procedures; follows untured to referrals and need, solicits job opporture. Coaches both appem. Trayels to fairs a	or regist kills, rese fairs for stem for s; provide up on job eed for ac unities; as dicants an nd works	ers joe earch job in applices clie order ddition ssists nd en sites.	ob seek es and iterview cants re ents with rs for er nal refe with th	ers and modifients; select quiring h inform mployer errals; vor e plann s in the	l employes the skets appreservices nation receiving requeerifies a ing, receiving of s	vers u cills to opriat s avai egardi sting nd rec ruitme	sing the match the job lable the ing selectords ent, and ervice of	IL the rough cted from
CM9-104 (Rev. 10	194) IL 401-1194										

16. (CONTINUE	D)		
% OF TIME	16. COM	PLETE CURRENT AND ACCURATE STATEMENT OF POSITION I	SSENTIAL FUNCTIONS (Continued)
10%	4.	Adjudicates minor benefit claim issues, providing eligit continued claims; investigates, researches, and explaid determinations; conducts reconsidered determinations	ns case disposition; provides written
10%	5.	Provides services under special contract programs; ac relationships and attire as related to a specific job refeservice to fellow office staff. Conducts employment we Assists clients with registration and claims as work flow construction and maintenance for all appropriate IDES as appropriate.	rral transferring more complex or specialized orkshops to enhance client employability. w necessitates; processes data from file
05%	6.	Establishes and maintains activity reports to demonstr	ate work activity and detail time charging.
05%	7.	Performs other duties as required or assigned which a enumerated above.	re reasonably within the scope of the duties
conducting	g and sigr	AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible ning performance evaluations; effectively recommending and of this position.)	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
PSA, Opt. 1	37015-	-44-56-101-00-01	Local Office Manager
18. CHECK TH	IE APPR	OPRIATE BOX IF THIS POSITION IS A:	
SUPE	RVISOR	OR LEAD WORKER	
-		_	
		ory or lead worker responsibilities <u>must</u> be described in a entage(s) allotted.	detailed duty statement(s) with a
If a box w	as check	ed above, list position title, position number, and number of si	ubordinate incumbents or authorized funded
headcoun	t:		
	Position	Title Position Number	No. of Incumbents or Funded Vacancies
N/A			
	·		
PERFORI ABILITIE:	MANCE O S AND LI	OWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFI DF THE WORK OF THIS POSITION. NOTE: SINCE THERE ICENSURE OR CERTIFICATION IDENTIFIED ON STANDAI BE USED.	ARE NOW SEVERAL OPTIONS OF SKILLS AND
social/behav staff member business; or provisions of service need search plan to information for software pro- Requires abi	ioral scie r and a n four yea the UI A s. Requ for client or the de grams su lity to tra	skills and mental development equivalent to four years ences or business; or requires two years (3,000 work hominimum of two years college credits completed with pairs (6,000 work hours) as a department intermittent staff act impacting on areas of responsibility; job knowledge duires the ability to effectively communicate with employers and identification of inappropriate work search efforts extermination of payment or non-payment of claimants and uch as word processing and spreadsheets, database mayel. Requires ability to speak and write the Spanish on duties in conjunction with Spanish speaking clients.	surs) of experience as a department intermittent ssing grades in social/behavioral sciences or member. Requires working knowledge of those of employers and their UI and employment ers and/or clients; determine an effective work greffectively organize and analyze pertinent and to use a personal computer with related anagement, electronic mail and internet. Ianguage at a colloquial skill level in

Existing Position	TLE	WOR	KING TITLE (IF ANY)	BILINGUAL	POSITION TITL OPTION CODE	2. POS	ITION NU	MBER		
Married Decided of Decide										
New/Revised Position Employment Program Rep	Security			29	ss	13650) -4 4-56-	101-3	31-31	
3. AGENCY			4. BUREAU/ DIVISION	•		5, EXMT CODE	6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9, OFFICE USE
Existing Position										
New/Revised Position L Departmer	nt of Employment Secur	rity	Service Delivery/ F	ield Opera	ations	0	010	Υ	R	
10. SECTION			11. UNIT			12, TRAN CODE	SACTION	1	3. EFFECTIV	E DATE
Existing Position									02/16/	2019
New/Revised Position Northwest Re	egion/ Champaign Loca	l Office	Service Unit I	,			21 ESTAE 22 EXEM		DE CHANGI	<u> </u>
4. WORK LOC	ATION		15. BARGAINING/TERM	M CODE	Rutan Exemp	MCc MCC MC MC MC MC MC MC MC MC	26 CLARI	FY	IMBER CHA	
xisting Position			·			☐ MCd	28 WORK	COUN	IDENTICAL TY CHANG	
New/Revised Position			Dooca			☐ MC1		WARD	REALLOCA	
Champaign, I			RC062		N	☐ MC1	58 UPWA	RD REA	ALLOCATIC ALLOCATIC	
6 OF TIME	16. COMPLETE CURR Under general super								ont Inc.	
	applicants, provides r loads and extracts cla needs to relevant offi- these duties for assig Travels to fairs and w services.	aims data ce or partr ned works	using automated sys ner staff; establishes sites within the servic	tems; refe and main e delivery	ers clients tains activ area othe	with comity reporter than the	plex iss s. As dir e primai	ues a ectec y ass	nd/or se I, perforr signed of	rvice ns fice.
25%	limited to intersta with clients to det discern employm provides informat use of the IL Labo the registration pound reviews for coprograms. As directions	o the proceed te, military termine un ent history tion on avaor Exchan rocess to formaliance ected, perferance signification assignments.	lient Unemployment ressing of claims for a rand other federal or remployment insurant rand work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status; properties and work status and work status and work st	unemploy r trade rea ce claims ovides ori d/or educ es relevar ent; assist is and res r assigne	ment insuadjustment monetary entation a cational protest in the foponsibilitied worksite	ance ber Conduction and non and clarified ograms; profer the a for the a formation of the ses as the ses within the	nefits, in ts benef monetar es eligibi provides applicant f work s y pertain he servi	cludir fit rightly elig lity fa informand earch to be ce de	ng but no nts inten- pibility ar ctors; mation o coaches a action p enefits livery ar	ot views ad on the in olan
25%	services related to limited to interstate with clients to det discern employmed provides informate use of the IL Laborathe registration per and reviews for comportants. As directly other than the printerpretive services. 2. Performs function complex and speemployment Second limited to the	o the proceed te, military termine under thistory tion on avaired to the compliance ected, performary assignes. Illinois Besthese dusted the compliance the	essing of claims for use and other federal or semployment insurant and work status; progallable job training an ge system, determine facilitate reemploymes; explains client right forms these duties for gned office. Utilizes S	unemploying trade real ce claims ovides oried or educies relevant; assist as and reseasing reasigned Spanish latery, analytent progrates claims tem (IBIS)	ment insuadjustment important important important services in the formal properties in the formal important in the formal impo	ance ber . Conduct and non and clarified ograms; p for the a mation of es as the s within to assist constitution of stered by grautoma ob Link (I	nefits, in its bene- monetar es eligibi- provides applicant f work s y pertain he servi- lients whe of all type the Illin ted syst- IJL) and	cludir fit righ ry elig lity fa inform and earch to be ce de no rec es of lois D ems i Gen ⁻	ng but no nts inten- gibility ar- ctors; mation of coaches a action penefits livery ar- quest or routine, repartmencluding Tax. As	or the in olan need
25%	services related to limited to interstate with clients to detend discern employment provides information use of the IL Laborate registration programs. As directly other than the printerpretive services. 2. Performs function complex and speed Employment Second limited to the directed, performent primary assigned.	o the proceed te, military termine under thistory tion on avair or Exchandrocess to footble to the compliance of the cested of t	essing of claims for a and other federal or semployment insurant and work status; progalable job training an ge system, determine acilitate reemployment; explains client right forms these duties for gned office. Utilizes so to receipt, review, end son benefit entitlements. Loads and extract nefit Information Systems for assigned wo	unemploying trade real ce claims ovides oried or educies relevant; assist as and restry, analytic characters claims tem (IBIS) rksites with	ment insuadjustment monetary entation a sational protest in the format services in the format worksite anguage to sis and rems admin data using Hillinois Jehin the services i	rance ber . Conduct and non and clarified ograms; properties of mation of es as the es within to assist constitution of stered by grautoma ob Link (I rvice deli	nefits, in its bene- monetar es eligibi- provides ipplicant f work s y pertain he servi- lients whe of all type y the Illin ted syst- IJL) and very are	cludir fit righ ry elig lity fa inform and earch to be ce de no rec es of lois D ems i Gen ⁻	ng but no nts inten- pibility ar- ctors; mation of coaches a action penefits livery ar- quest or routine, repartment ncluding Tax. As er than to	ot views and on the in olan ea need ent of but
25%	services related to limited to interstate with clients to det discern employme provides informate use of the IL Labor the registration programs. As directly other than the printerpretive services. 2. Performs function complex and speed Employment Second Ilmited to the directed, performs	o the proceed te, military termine under thistory tion on avair or Exchandrocess to footble to the compliance of the cested of t	essing of claims for a and other federal or semployment insurant and work status; propallable job training an ge system, determine acilitate reemployment; explains client right forms these duties for gned office. Utilizes so to receipt, review, end son benefit entitlements). Loads and extractionerit Information Systems	unemploying trade reaction covides oriently assist and reserved assigned assigned assigned as claims attry, analyticated as claims attry assigned as claims attry assigned as claims attry assigned assig	ment insuadjustment important important important services in the formal properties in the formal important in the formal impo	ance ber . Conduct and non not clarified by for the armation of the sease the sease within the assist constered by a utoma ob Link (I rvice deliance).	nefits, in its benefits benefits benefits benefits es eligibitation of the service of all type of the Illinited systems. IJL) and very are	cludir fit righ ry elig lity fa inform and earch to be ce de no rec es of lois D ems i Gen ea oth	ng but no nts inten- pibility ar- ctors; mation of coaches a action penefits livery ar- quest or routine, repartmencluding Tax. As er than to	or the in olan ea need

16. (CONTINUE					
% OF TIME	16.		ACCURATE STATEMENT OF POSITION E		
20%	3.	Security (IDES) and pa Exchange system. Assemployers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wa applicants and employed performs these duties for	sesses, researches and selects clier airs for job interviews; selects suitab applicants requiring services availables to use and interpret self-assessment regarding training programs or seles or job orders for employers request additional referrals; verifies and recovith the planning, recruitment, and exers in the use of self-service of the later assigned worksites within the sers to fairs and worksites. Utilizes Spa	job seel nt skills; le job op le throug ent voca ected job sting ser ords plac xecution L Labor rvice del	kers and employers using the IL Labor refers clients to training programs or benings as listed in the IL Labor gh computer programs and contacts ational exploration tools; provides and job interview procedures; follows rvice from IDES to determine status of cements; as directed, solicits job of hiring fairs. Coaches both Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;	and nonmonetary benefit claim issue ued claims; investigates, researches conducts reconsidered determination ed worksites within the service deliver	s, and e ons and	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or services workshops to enhance client employed	vice nee yability. ance for	s related to a specific job referral; referseds to relevant office or partner staff. Assists clients with registration and all relevant IDES automated data files; ssigned worksites within the service
05%	6.	Establishes and mainta	ins activity reports to demonstrate w	vork act	ivity and detail time charging.
05%		enumerated above.	as required or assigned which are re		
conducting	and	LE AND NUMBER OF IMM signing performance evaluent of this position.)	MEDIATE SUPERVISOR (Responsible for uations; effectively recommending and in	or assigr mposing	ning and reviewing work, preparing, disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	Secu	rity Field Office Supervi	isor 13600-44-56-101-30-01		
18. CHECK TH	E AF	PROPRIATE BOX IF THE	S POSITION IS A:		
	RVIS	OR OR LEAD W	/ORKER		
		visory or lead worker res ercentage(s) allotted.	ponsibilities <u>must</u> be described in a c	detailed	duty statement(s) with a
	ıs ch		itle, position number, and number of sub	bordinate	e incumbents or authorized funded
		ition Title	Position Number	T	No. of Incumbents or Funded Vacancies
N/A	. 00		1 OSMOTI NATIDE	+	Ho. of mouniberts of 1 unded vacalities
	ZED	KNOWLEDGES, SKILLS,	ABILITIES, LICENSURE OR CERTIFIC	ATION	NECESSARY FOR THE SUCCESSFUL

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

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



1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION 1	TITLE 2. POS	ITION NU	MBER		
Existing Position									٠	
New/Revised Position Employment S Program Rep				29	SS	13650	-44-60-	101-1	1-31	
3. AGENCY	resentative	L	4. BUREAU/ DIVISIO	N		5. EXMT CODE	O 022 Y R 12. TRANSACTION			
Existing Position										
New/Revised Position			Service Delivery/	Field One	rations		022	V	R	
	t of Employment Secur	rity	11. UNIT	riela Opei	iations			ļ ,	l	/E DATE
10. SECTION Existing Position			TT. UNIT			CODE		-		
Existing Position									02/16/	/2019
New/Revised Position			Service Unit A-1							
Lombard Cal	I Center - Section A				Ru					
14. WORK LOCA	ATION		15. BARGAINING/TE	RM CODE	Exe				IDENTICAL	CHANGE
Existing Position						☐ MC	28 WORK	COUN		
New/Revised Position							49 DOWN	WARD		
Lombard, IL			RC06	62						
% OF TIME	16. COMPLETE CURR	ENT AND	ACCURATE STATEM	IENT OF P	OSITION	ESSENTIAL	FUNCT	ONS		
25%	nonseparation benefi applicants, provides a loads and extracts claneeds to relevant offi these duties for assig Travels to fairs and viservices. 1. Assesses and acservices related limited to interstate with clients to dediscern employment provides informate use of the IL Laborate registration pand reviews for oprograms. As directly other than the printerpretive services.	it claim iss referrals, paims data ice or partigned works worksites. It didresses of the procest of the process to compliance ected, per imary assistes.	sues. Using the IL Lolacement and following automated symer staff; established sites within the services Spanish land lient Unemployment essing of claims for y and other federal nemployment insurate y and work status; you allable job training and a work status; you allable job training and esystem, determined facilitate reemployment; explains client right forms these duties igned office. Utilizes	Labor Exchiw-up servingstems; resisted and main vice delivered and the language to a serving and the language to a serving and the language to a serving and the language to a serving and the language that and resign assign as serving as servi	nange sy ces on a fers clier ntains ac ry area o assist clies and W yment in eadjustment actional ant services in the esponsibiled works language	stem, selectivated wailable job ats with competivity report ther than the ents who resurrance be ent. Conductive and clarific programs; ces for the afformation of lities as the ents within the to assist of the ents within the ents sites within the ents sites within the ents sites within the ents sites within the ents sites within the ents sites within the ents sites within the ents within the en	ets suital orders aplex iss is. As di- ie prima equest of ser servi- nefits, in cts bene- monetal es eligib provides applican of work servi- ctients w	ole job or traisues a rected ry ass r need ce ne celudii efit righ ility fa s infor t and search n to be ice de ho red	o opening ining production of the production of	ograms; ervice ms office. etive ovides ot views nd on the s in plan rea need
25%	complex and spe Employment Sec not limited to the	ecial claime curity (IDE Illinois Be ns these de d office.	to receipt, review, s on benefit entitler S). Loads and extrenefit Information Suties for assigned v	nent progr acts claim ystem (IBI vorksites v	ams adn s data us S), Illinoi vithin the	ninistered b sing automa s Job Link (service de	y the Illi ated sys (IJL) and livery an	nois E tems I Gen	Departm includin Tax. As ner than	ent of g but the
	CMS GNATURE	IMMEDIAT	TE SUPERVISOR SIGN			HEAD SIGNATIONS			"	DATE
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MS-104 (Rev. 40/	(94) 1L 401-0794	1 1 1	MAR 2 8 2019 🦷						•	
t Jus May	94)4L 401-0794 , 4-25-19	<u>}</u> [] BY:	<u></u>) -						

16. (CONTINUE	D)		
% OF TIME	16.	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Assists clients with various programs and services offered Security (IDES) and partner agencies. Assists or registers Exchange system. Assesses, researches and selects clie employers and hiring fairs for job interviews; selects suitate Exchange system for applicants requiring services available employers; trains clients to use and interpret self-assessmiclients with information regarding training programs or seleup on training programs or job orders for employers requereferrals and need for additional referrals; verifies and recomportunities; assists with the planning, recruitment, and eapplicants and employers in the use of self-service of the performs these duties for assigned worksites within the seassigned office. Travels to fairs and worksites. Utilizes Spaneed interpretive services.	job seekers and employers using the IL Labor int skills; refers clients to training programs or ble job openings as listed in the IL Labor ble through computer programs and contacts ment vocational exploration tools; provides exted jobs and job interview procedures; follows esting service from IDES to determine status of pords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, envice delivery area other than the primary
10%	4.	Adjudicates monetary and nonmonetary benefit claim issurroutine, initial or continued claims; investigates, researche written determinations; conducts reconsidered determinations these duties for assigned worksites within the service delivered.	s, and explains case disposition; provides ions and accepts appeals. As directed, performs
10%	5.	Advises clients on work attitudes, habits, relationships and clients with more complex or specialized issues and/or set Conducts employment workshops to enhance client employerams; processes data from file construction and maintenextracts and utilizes data. As directed, performs these dutidelivery area other than the primary assigned office.	rvice needs to relevant office or partner staff. byability. Assists clients with registration and ance for all relevant IDES automated data files;
05%	6.	Establishes and maintains activity reports to demonstrate	work activity and detail time charging.
05%		Performs other duties as required or assigned which are renumerated above.	
conducting	g and	LE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible disigning performance evaluations; effectively recommending and ent of this position.)	
			WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Supervisor 13600-44-60-101-10-01	
		PPROPRIATE BOX IF THIS POSITION IS A:	
☐ SUPEI		<u>_</u>	•
ti	me p as cl t:	rvisory or lead worker responsibilities <u>must</u> be described in a percentage(s) allotted. necked above, list position title, position number, and number of so	ubordinate incumbents or authorized funded
	Pos	sition Title Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFORI ABILITIES CAN NO I	MAN S AN LON	NOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ID LICENSURE OR CERTIFICATION IDENTIFIED ON STANDAMERS BE USED.	ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
social/behavi staff member	oral and	dge, skills and mental development equivalent to four years sciences or business; or requires two years (3,000 work he a minimum of two years college credits completed with payears (6,000 work hours) as a department intermittent staff years (6,000 work hours) as a department intermittent staff years (6,000 work hours).	ours) of experience as a department intermittent ssing grades in social/behavioral sciences or

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



Numbround Period Numbround P	The Number of Particle Properties Prop	1. POSITION TIT	LE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	TION NU	MBER		
Employment Security 7. AGENCY 8. BUREAU/DIVISION 8. Service Delivery/ Call Center Operations 8. Service Delivery/ Field Operations 9. 0 022 Y R 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 11. UNIT 10. SECTION 10. MACRIT. SECTION 10. MAC	Employment Security	Existing Position										
3. AGENCY 4. BURRAU DIVISION Service Delivery/ Call Center Operations Service Delivery/ Field Operations 0. 0. 02.2 V. R. 11. Department of Employment Security 12. Instruction of Employment Security 13. Instruction of Employment Security 14. WORK LOCATION 15. BARGAINING/TERM CODE 14. WORK LOCATION 15. BARGAINING/TERM CODE 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or travels to fairs and worksites within the service delivery area other than the primary assigned of the services of the dead of the services of the services of the services of the services of the services of the services of the limitary and other federal or travels to fairs and worksites within the service delivery area other than the primary assigned of interviews provides of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services of the services and of services and of services of the services of the services of the services of the services of the services of the services and of services of the services o	3. AGENCY 4. BUREAU DIVISION Service Delivery/ Call Center Operations Service Delivery/ Field Operations 0. 0.22 Y R 11. Department of Employment Security Service Delivery/ Field Operations 10. 0.022 Y R 11. UNIT 11. UNIT 12. INNINGACTION 11. UNIT 13. EFFECTIVE DATE 02/16/2019 02/16/2019 02/16/2019 14. WORK LOCATION 15. BARGAININGTERM CODE 14. WORK LOCATION 15. BARGAININGTERM CODE 15. BARGAININGTERM CODE 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS 17. WORK SERVICE SERVICE OPERATION OF THE SERVICE S	Employment \$				22	РО	13650	-44-60-	101-1	1-41	
Service Delivery/ Call Center Operations Delivery Recommendation Delivery Recommendation Delivery Recommendation Delivery Recommendation Delivery Recommendation Delivery Recommendation Delivery Deliver	Service Delivery/ Call Center Operations Delivery Call Center Operations Delivery R		resentative	<u> </u>	4. BUREAU/ DIVISION	1				7. A/I AUTH	8,AUDIT	9. OFFICE USE
Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Providers Indicated Indicated Providers Indicated Indi	Name Name	Existing Position			Service Delivery/ Ca	all Center	Operations					
II. Department of Employment Security 10. SecTion 10. Madd: SecTion 10.	II. Department of Employment Security 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 15 SECTION 16 SECTION 16 SECTION 16 SECTION 17 SECTION 18 SECTION 18 SECTION 19 SECTION 10 SECTION 19 SEC						•	0	022	\ \ \	P	
Call Center - Section A Service Unit A-1 Margine STABLISH Modern	Compared Call Center - Section A Call Center - Section A Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operations/Lombard Call Center Operation Center Op		t of Employment Secur	ity		- Opera	ZUUIIS	_		_	İ	E DATE
Lombard Call Center - Section A Service Unit A-1 Mad21 ESTABLISH Mc022 EXEMPT CODE CHANGE Mc024 POSITION NUMBER	Lombard Call Center - Section A Machiberost Project Call Center Operations/Lombard Call Ctr - Section A				TI. UNIT					- -		
Call Center Operations/Lombard Call Ctr Section A Mode Macri	Call Center Operations/Lombard Call Ctr Section A 14. WORK LOCATION 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 15. BARGAINING/TERM CODE 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment, conducts benefit sights interviews; provides orientation and variable sign or saving provides referred worksites within the service delivery area other than the primary assigned office. 15% 16. Assesses and addresses client Sylam and maintains activity reports. As directed, performs these duties for assigned worksites with referred readjustment to limited to interstate, military and other federal or trade readjustment; onducts benefit sights 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 openings for applicants, provides referrals, placement and follow-up services on available job openings for applicants, provides referrals, placement and follow-up services and addresses and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 25% 1. Assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services refeated to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment. Conducting the programs and reviews for compliance, explains client rights and respo	-	Center - Section A								02/16/	2019
15. BARGAINING/TERM CODE	15. BARGAININGTERM CODE		rations/Lombard Call Ctr.	- Section A	Service Unit A-1			☐ MC0	22 EXEM	PT COD		
Mc028 WORK COUNTY CHANGE Mc028 M	Model	14. WORK LOCA	ATION		15. BARGAINING/TERI	M CODE		⊠ MC0	26 CLARI	FY		
RC062 N	RC062 N MC149 DOWNWARD REALLOCATION	Existing Position						☐ MC0	28 WORK	COUN		
RC062 N MC18 LATERAL REALLOCATION MC18 UNIVERSITY MC18 U	Lombard, IL RCG62 N MC150 LATERAL REALLOCATION	New/Revised Position									REALLOCA	ATION
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff, establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 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 formion of work search action plan and reviews for compliance; explains client rights and responsibilities as t	WOFTIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 25% 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 cariffes 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 responsib				RC062	2	N	☐ MC1	50 LATER	AL REA	ALLOCATIO	NC
Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 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 assig	Under general supervision, for an assigned area, assesses and addresses client Unemployment Insurance and Wagner-Peyser service needs. Provides services related to the processing of claims for unemployment insurance benefits, including but not limited to interstate, military and other federal or trade readjustment; conducts benefit rights interviews; provides orientation and clarifies eligibility factors; adjudicates nonseparation benefit claim issues. Using the IL Labor Exchange system, selects suitable job openings for applicants, provides referrals, placement and follow-up services on available job orders or training programs; loads and extracts claims data using automated systems; refers clients with complex issues and/or service needs to relevant office or partner staff; establishes and maintains activity reports. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Travels to fairs and worksites. Utilizes Polish language to assist clients who request or need interpretive services. 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 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 the		16. COMPLETE CURR	ENT AND A	ACCURATE STATEME	NT OF PO	SITION ESS	ENTIAL	FUNCTI	ONS		
use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services. 25% 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. DIRECTOR OF CMS SIGNATURE IMMEDIATE-SUPERVISOR SIGNATURE IMMEDIATE-SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 103/2/2019	use of the IL Labor Exchange system, determines relevant services for the applicant and coaches in the registration process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights and responsibilities as they pertain to benefits programs. As directed, performs these duties for assigned worksites within the service delivery area other than the primary assigned office. Utilizes Polish language to assist clients who request or need interpretive services. 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. DIRECTOR OF CMS SIGNATURE IMMEDIATE-SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE 103/22/2019	25%	conducts benefit right nonseparation benefit applicants, provides r loads and extracts cla needs to relevant offit these duties for assig Travels to fairs and w services. 1. Assesses and ad services related t limited to intersta with clients to de	ts interview t claim iss referrals, p aims data ce or partr ned works rorksites. I dresses c to the proc te, military termine ur	ws; provides orientat ues. Using the IL La placement and follow using automated system staff; establishes sites within the servicutilizes Polish languation of claims for and other federal or memployment insurary and work status; pr	ion and classes and main ce delivery age to assumer unemploy r trade reactories orides original desired and main ce claims covides original desired and main ce claims covides original desired and covides original desire	arifies eligib ange system es on availa ers clients w tains activity area other ist clients w e and Wagn ment insura adjustment. a monetary a entation and	ility factors, selecto	tors; adj ts suitat orders plex iss s. As dii e primal est or n er servi- nefits, in ets bene moneta es eligib	udica ble job or trai ues a recteo ry ass eed in ce ne cludir fit righ ry elig ility fa	tes o openin ning pro nd/or se n, perfor signed o nterpreti eds. Pro ng but n nts inter gibility au	gs for ograms; ervice ms ffice. ve ovides ot views nd
thomas Chan	MS,104 (Rey, 10/94) IL 401-0794 WAR 28 2013	25%	use of the IL Lab the registration p and reviews for o programs. As dire other than the pri interpretive service. 2. Performs function complex and specific	or Exchan rocess to recently per imary assices. Ins related recial claims curity (IDE: Illinois Beas these do	ge system, determin facilitate reemployme e; explains client righ forms these duties fo gned office. Utilizes to receipt, review, en s on benefit entitlements. S). Loads and extraction Systemetit Information Sys	nes relevantent; assisted and rester assigne Polish Ianentry, analyent progracts claims stem (IBIS	nt services f s in the form sponsibilities d worksites guage to as sis and reso ms adminis data using), Illinois Jo	or the anation of as the within the sist clies of the colution of the colution automa to the colution of the c	ipplican If work s y pertain the servi that swho of all typ y the Illin ited syst IJL) and	t and earch to be ce de requ es of nois E ems	coaches a action enefits elivery an est or ne routine, Department including Tax. As	e in plan rea eed ent of g but
	MS ₇ 104 (Rey, 10/94) IL 401-0794 WAR 2 8 2013	DIRECTOR OF		IMMEDIAT	E-SUPERVISOR SIGNA	TURE A	thoma	3Ch	an	انت		

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTI.	AL FUNCTIONS (Continued)
20%	3.	Assists clients with var	ious programs and services offered	by the	Illinois Department of Employment
2070	J .	Security (IDES) and pa	ertner agencies. Assists or registers	iob see	kers and employers using the IL Labor
		Exchange system Ass	sesses researches and selects clie	nt skills	refers clients to training programs or
	•		airs for job interviews; selects suitat		
		Exchange system for a	applicants requiring services availab	le throu	gh computer programs and contacts
	1		ts to use and interpret self-assessm		
		clients with information	regarding training programs or sele	ont voo	bs and job interview procedures; follows
					rvice from IDES to determine status of
1	1		additional referrals; verifies and rec		
			vith the planning, recruitment, and e		
			ers in the use of self-service of the		
			for assigned worksites within the se		
					juage to assist clients who request or
		•		iisii iarig	juage to assist clients who request of
		need interpretive service	ces.		
400/		A dividir atau managatam.			iding aliaihilib, datauminatiana far
10%	4.		and nonmonetary benefit claim issu		
			ued claims; investigates, researche		
					accepts appeals. As directed, performs
		these duties for assign	ed worksites within the service deliv	very are	a other than the primary assigned office.
	l _				
10%	5.				is related to a specific job referral; refers
					eds to relevant office or partner staff.
					. Assists clients with registration and
					all relevant IDES automated data files;
				ies for a	ssigned worksites within the service
		delivery area other tha	n the primary assigned office.		
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	tivity and detail time charging.
050/	_	5 (" " " " "			the state of the state of the state of
05%	/.		as required or assigned which are r	easonai	bly within the scope of the duties
17 DOSITION	<u> </u>	enumerated above.	MEDIATE SUPERVISOR (Responsible	for occio	ning and reviewing work propering
					g disciplinary action and adjusting grievances
		ent of this position.)			, also pinion , as a contract a contract g give a contract contract g
				WORK	ING TITLE (IF ANY)
Employment	800	urity Field Office Super-	risor 13600-44-60-101-10-01	***************************************	
		<u>`</u>			
18. CHECK II	HE A	PPROPRIATE BOX IF TH	IS POSITION IS A:		
SUPE	RVIS	OR OR LEAD V	VORKER		
			70111211		
NOTE: S	upei	visory or lead worker res	sponsibilities <u>must</u> be described in a	detailed	l duty statement(s) with a
ti	me p	ercentage(s) allotted.			
		necked above, list position	title, position number, and number of su	ubordina	te incumbents or authorized funded
headcour					
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					NECESSARY FOR THE SUCCESSFUL
					W SEVERAL OPTIONS OF SKILLS AND
		GER BE USED.	IFICATION IDENTIFIED ON STANDAR	KDS, IH	E PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years	college	with academic background in
					experience as a department intermittent
					rades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading
					e Unemployment Insurance (UI) Act
					mployment service needs. Requires the
					riployment service needs. Requires the ive work search plan for clients and
					ertinent information for the determination
	J. 11	appropriate Work scale	i onorio, onconvery organize and ar	iaigeu p	oranon information for the determination

of payment or non-payment of claimants and to use a personal computer with related software programs such as word

processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Polish language at a colloquial skill level in carrying out position duties in conjunction

16. (CONTINUED)

with Polish speaking clients.

1. POSITION TIT	LE	WORKING	TITLE (IF ANY)	BILINGUAL	POSITION	ON CODE	2. POS	TION NU	MBER		
Existing Position			-								
New/Revised Position					-						
Employment S				29		SS	13650	-44-60-	101-2	1-31	
Program Rep 3. AGENCY	resentative	146	BUREAU/ DIVISIO	L			5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE
S. AGENCY Existing Position		4. 0	SOREAU/ DIVISION				CODE	COUNTY	AUTH	0.50011	USE
New/Revised Position	t of Employment Secur	_{itv} Se	rvice Delivery/	Field Ope	ration	s	0	022	Υ	R	
10. SECTION	it of Employment Coda.	11.	UNIT				12. TRAN	SACTION	1:	EFFECTIV	E DATE
Existing Position				*****		-	CODE			02/16/	/2019
				<u></u> ·						02/10/	
New/Revised Position	LOamton Continu A	Se	rvice Unit A-2					21 ESTAE			_
Lombard Cal	I Center - Section A					Rutan		22 EXEM 24 POSIT			
14. WORK LOCA	ATION	15.	BARGAINING/TE	RM CODE		Exempt		26 CLARI	FΥ		. CHANGE
Existing Position							☐ MC0	28 WORK	COUN		
New/Revised Position								21 ABOLI 49 DOWN		REALLOC	ATION
Lombard, IL			RC06	62		N	□ MC1	50 LATER	RAL REA	LLOCATIO	NC
% OF TIME	16. COMPLETE CURR	ENT AND ACC	URATE STATEN	MENT OF F	POSITIO	ON ESS				LLOCATIO	<u> </u>
70 07 111112	Under general super and Wagner-Peyser	vision, for an a	ssigned area,	assesses	and a	ddresse	es client	Unemp	loyme	ent Insu	rance
25%	conducts benefit righ nonseparation benefit applicants, provides loads and extracts claneeds to relevant off these duties for assig Travels to fairs and varieties. 1. Assesses and acceptated limited to interstate with clients to de discern employm provides informat use of the IL Lab	it claim issues. referrals, place aims data usin ce or partner s gned worksites vorksites. Utiliz ddresses client to the processi ate, military and termine unemple ent history and tion on available for Exchange s	Using the IL I ement and follo ag automated sistaff; establishes within the services Spanish lart Unemployment ing of claims for dother federal ployment insured work status; lole job training system, determined the system of t	Labor Exc w-up serv ystems; re es and ma vice delive nguage to nt Insuran or unemple or trade r ance clair provides of and/or ed ines relev	hangerices of efers of efers of efers of efers of efers of efers of effects o	e system n availa lients w s activity a other clients d Wagn t insura stment netary a tion and nal progervices f	n, selectable job with come y report than the who re er-Peys ance bear Conductand and non diclarifie grams; (sor the a	ts suitate orders plex isses. As directed orders or the control of	ole job or trai ues a rected ry ass r need ce ne icludir fit righ ry elig ility fa s infor t and	o opening production of the control	ograms; ervice ms office. etive ovides ot views nd on the s in
25%	the registration p and reviews for o programs. As dir other than the pr interpretive servi 2. Performs function complex and special exployment Secund limited to the directed, perform primary assigned	compliance; exected, perform imary assigned ces. Ins related to recial claims on curity (IDES). Illinois Benefins these duties	eplains client rights these duties doffice. Utilize eceipt, review, benefit entitler Loads and extit Information S	ghts and r for assigr s Spanish entry, and ment progracts clain ystem (IB	esponined wo languallysis a rams a rams a las las las las las las las las las	sibilities orksites lage to and reso adminis a using nois Jo	s as the within the assist of the control of the co	y pertain he serving the serving the serving the serving the system of t	n to be ice de ho rec es of nois D tems i	enefits livery a quest or routine, epartm includin Tax. As	rea need ent of g but
DIRECTOR OF	CM/9 SIGNATURE	IMMEDIATE SU	JPERVISOR SIGN	IATURE			SIGNAT			1	DATE
1 31	l jorde	h E	OEW"	-17	16	wno	3Ch	em	نت	03/	22/2019
1 /1	07		1413 6 2 0040	<u> </u>		• 5	0			1	
MS-104 (Rev. 10/	94) IL 401-0794 US 425-19	M Fil	IAR 28 2019								
7 MW 11149		N.M.		$\boldsymbol{\mathcal{G}}$							

% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI	AL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists w applicants and employe performs these duties for	rtner agencies. Assists or registers sesses, researches and selects clie sirs for job interviews; selects suitable pplicants requiring services availables to use and interpret self-assessming regarding training programs or selects or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the loor assigned worksites within the select to fairs and worksites. Utilizes Spare	job see nt skills ole job ole throusent vocected jo sting see ords plack execution IL Laboration de la controle	igh computer programs and contacts attional exploration tools; provides bs and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job of hiring fairs. Coaches both r Exchange System. As directed,
10%	4.	routine, initial or continu written determinations;	conducts reconsidered determinati	s, and e	viding eligibility determinations for explains case disposition; provides discepts appeals. As directed, performs a other than the primary assigned office.
10%	5.	clients with more compl Conducts employment claims; processes data extracts and utilizes data	lex or specialized issues and/or set workshops to enhance client emplo from file construction and mainten	vice ne yability ance foi	as related to a specific job referral; refers eds to relevant office or partner staff. Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
05%	6.	Establishes and mainta	ins activity reports to demonstrate	work ac	tivity and detail time charging.
05%	7.	Performs other duties a enumerated above.	s required or assigned which are re	easonal	oly within the scope of the duties
conducting	g and		EDIATE SUPERVISOR (Responsible uations; effectively recommending and		ining and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Sec	urity Field Office Supervi	sor 13600-44-60-101-20-01		•
18. CHECK TH	IE A	PPROPRIATE BOX IF THIS	S POSITION IS A:		
SUPE	RVIS	OR OR LEADW	/ORKER		
			ponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a
		percentage(s) allotted.	itle, position number, and number of su	bordina	te incumbents or authorized funded
headcoun		iecked above, list position t	ide, position number, and number of st	iboruma	le incumbents of authorized funded
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
PERFORM ABILITIES CAN NO I	MANG AN ONO	CE OF THE WORK OF THE D LICENSURE OR CERTI GER BE USED.	IS POSITION. NOTE: SINCE THERE FICATION IDENTIFIED ON STANDAR	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
			velopment equivalent to four years		
					experience as a department intermittent rades in social/behavioral sciences or
					er; or qualifying state employees, in the
					ncy tests and training programs leading

16 (CONTINUED)

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



Transference President Pre	Semip Foundary 29 SS 13650-44-60-101-31-31	1. POSITION TIT	TLE	WOR	KING TITLE (IF AN	IY)	BILINGUAL CODE	POSITIO	N TITLE	2. POS	TION NU	MBER		
Employment Security Program Representative 4. BUREAU DINISION 5. SETTION 1. Department of Employment Security Service Delivery/ Field Operations 0. 022 Y R 1. Department of Employment Security Service Delivery/ Field Operations 0. 022 Y R 1. SECTION	Employment Security Program Representative 4. BUREAUI DIVISION 5. SECTION 1. Department of Employment Security 1. Department of Employment Security 1. Link Security 1. Department of Employment Security 1. Link Security 1. Department of Employment Security 1. Link Security 1. Department of Employment Security 1. Link Securit	Existing Position	· · · · · · · · · · · · · · · · · · ·											
3. AGENCY 4. BUREAU DIVISION 8000 Comparation 11. Department of Employment Security 11. UNIT 9016 SECTION 11. UNIT 9016 SECTION 11. UNIT 9016 SECTION 11. UNIT 9017 SECTION 11. UNIT 9017 SECTION 11. UNIT 9017 SECTION 9018 MADDIT ESTABLISH 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE OBTE 9017 SECTION 9018 SERVICE SERVICE OBTE 9017 SECTION 9018 SERVICE SERVI	3. AGENCY 4. BUREAU DIVISION Service Delivery/ Field Operations 0. 022 Y R II. Department of Employment Security Service Delivery/ Field Operations 0. 022 Y R II. DEPARTMENT OF CORD TO SERVICE OPERATION OF THE SERV	Employment :	Security				29	S	S	13650	-44-60-	101-3	1-31	
IL Department of Employment Security	In Department of Employment Security		recomments		4. BUREAU/ DIV	ISION					O 022 Y R 2. TRANSACTION 02/16/201! MA021 ESTABLISH 02/16/201! MC022 EXEMPT CODE CHANGE MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHAIR MC028 WORK COUNTY CHANGE MC149 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION MC150 LATERAL REALLOCATION MTIAL FUNCTIONS client Unemployment Insurance sing of claims for unemployment federal or trade readjustment; by factors; adjudicates selects suitable job openings for the complex issues and/or service eports. As directed, performs and the primary assigned office the request or need interpretive deports. Peyser service needs. Provide			
IL Department of Employment Security Service Deliveryl Field Operations U22 Y SEPTENDEDITE	Li Department of Employment Security Service Deliveryl Field Operations 0 022 Y 1 1 1 1 1 1 1 1 1	Existing Position											:	
1. UNIT 1. U	10. SECTION 11. UNIT D. TRANSACTION T. EFFECTIVE DATE COOKE CO			-:A	Service Delive	erv/ Fie	eld Opera	ations		0	022	Υ	R	
Control Cont	Condition Continue		t of Employment Secu	rity								1;	I 3. EFFECTIV	/E DATE
Lombard Call Center - Section A	MAD21 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD22 ESTABLISH MAD23									CODE			02/16	/2019
Moor Lord Moor Lord Moor	Lombard Call Center - Section A Service Unit A-3 Mode STABLISH Content Conte	New/Pevised Position										L	02/10/	
15. BARGAINING/TERM CODE	15. BARGAINING/TERM CODE		I Center - Section A		Service Unit A	A-3				☐ MC0	22 EXEM	PT COD		
MC028 WORK COUNTY CHANGE Mover Report ADDISES MOVER COUNTY CHANGE MOVER REPORT ADDISES MOVER REPORT ADDI	McCO28 MCRC COUNTY CHANGE MCCO28 N MCCO28 MCRC COUNTY CHANGE MCCO28 MCRC COUNTY CHANGE MCCO28 MCCCC28 MCCO28 MCCO28 MCCO28 MCCO28 MCCO28 MCCO28 MCCCC28 MCCCC28 MCCCC28 MCCCC28 MCCCC28 MCCCC28 MCCCC28	14. WORK LOCA	ATION		15. BARGAINING	G/TERM	CODE			⊠ MC0	26 CLARI	FY		
RC062 N MC150 DAWWARD REALLOCATION MC150 LTREAR RE	RC062 N MC182 DOWNWARD REALLOCATION MC182 LIVERAN REALLOCATION MC183 LIVERAN REALLOCATION M	xisting Position												
COP TIME 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	New/Revised Position											REALLOC	ATION
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. 25% 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 available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available job training and/or educational programs; provides information on available information on available information of work search action plan and reviews for compliance; explains client rights and	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 ctors; 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. 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 assign				F	RC062			N	☐ MC1	50 LATER	RAL REA	ALLOCATION	NC
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. 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 Spani	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. 25% 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 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		16. COMPLETE CURF	RENT AND	ACCURATE STA	TEMEN	IT OF PC	SITIO	N ESS	ENTIAL	FUNCT	ONS		
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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE DATE DATE	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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019		conducts benefit right nonseparation beneficially applicants, provides loads and extracts of needs to relevant off these duties for assist Travels to fairs and viservices. 1. Assesses and as services related limited to interstate with clients to dediscern employing provides informative of the IL Late the registration pand reviews for programs. As disother than the printerpretive services.	ats interview it claim issolved referrals, plaims data it compared worksites. It did resses to the process to the process to compliance rected, per rimary assistes.	ws; provides or ues. Using the placement and the using automate are staff; establisites within the Utilizes Spanish lient Unemploy eessing of claim and other federemployment in and work state allable job training system, det facilitate reemple; explains clier forms these dugned office. Utilizes.	ientatice IL Lab follow-ted systems lishes a service h langur ment II ns for u eral or nsurance ing and termine bloyment rights ties for ilizes S	on and cloor Exchange service and main endelivery age to a maurance nemploy trade reacted claims vides or elevant; assiste assigne panish la	arifies ange sees on ers clie atains a y area essist con entational transfer and the services in the sponsiled work anguage	eligibsystem availaents wactivity other elients Wagne elients Wagne elients on and progrices for and progrices for elients getoral progrices for elients	ility factors, selectors, selectors, selectors, report than the who reserved and nondiclarification of the anation of as the within trassist controls.	tors; adjusts suitals orders of plex isse. As directly orders or the service of t	udicate of the policy of the policy associated for the policy associated for the policy of the polic	tes o openin ning pro nd/or se I, perfor igned o I interpre eds. Pro ng but n nts inter pibility an ctors; mation o coaches n action enefits livery an quest or	ngs for ograms; ervice ms ffice. etive ovides ot views and on the s in plan
Thomas Chan	MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019 MAR 2 8 2019	·	complex and sp Employment Se not limited to the directed, perforn primary assigne	ecial claim curity (IDE Illinois Be ns these d d office.	s on benefit ent S). Loads and nefit Informatio uties for assign	titlemer extract on Syste ed wor	nt progra ts claims em (IBIS ksites wi	ims ad data (b), Illino ithin th	minist using ois Jol e serv	tered by automa b Link (vice del	y the Illir ited syst IJL) and ivery are	nois D ems i Gen	epartm ncluding Tax. As er than	ent of g but the
Janel Jane 103/22/2019	MAR 2 8 2019 (as Same 03/22/2019) 16-104 (Rey 1/0/94) 1/ 401-2794	DIRECTOR OF	CMS SIGNATURE	IMMEDIAT	E'SUPERVISOR:	SIGNAT						i .	"	JATE
	75-104 (Rev) 10/94 11 401 2794	Ya	inel forde	I B MA	R 28 2019		[10.3	- Ju	em	إنت	03/	22/2019

16. (CONTINUE	D)			
% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program	rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital pplicants requiring services availabes to use and interpret self-assessman regarding training programs or seles or job orders for employers reque	by the Illinois Department of Employment job seekers and employers using the IL Labor nt skills; refers clients to training programs or ble job openings as listed in the IL Labor le through computer programs and contacts tent vocational exploration tools; provides ected jobs and job interview procedures; follows sting service from IDES to determine status of
		opportunities; assists wapplicants and employed performs these duties f	vith the planning, recruitment, and e ers in the use of self-service of the for assigned worksites within the se is to fairs and worksites. Utilizes Spa	ords placements; as directed, solicits job execution of hiring fairs. Coaches both IL Labor Exchange System. As directed, rvice delivery area other than the primary anish language to assist clients who request or
10%	4.	routine, initial or conting written determinations;	ued claims; investigates, researche conducts reconsidered determinati	es, providing eligibility determinations for s, and explains case disposition; provides ions and accepts appeals. As directed, performs very area other than the primary assigned office.
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or set workshops to enhance client emplor from file construction and mainten	I attire as related to a specific job referral; refers rvice needs to relevant office or partner staff. by ability. Assists clients with registration and ance for all relevant IDES automated data files; ies for assigned worksites within the service
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work activity and detail time charging.
05%	7.	Performs other duties a enumerated above.	as required or assigned which are r	easonably within the scope of the duties
conducting	g and			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Sec	urity Field Office Superv	isor 13600-44-60-101-30-01	
		PPROPRIATE BOX IF TH		
☐ SUPE	RVIS	OR OR LEAD V	VORKER	
		visory or lead worker res percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
If a box w	as cl	necked above, list position	title, position number, and number of st	ubordinate incumbents or authorized funded
		sition Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
19. SPECIAL PERFORI ABILITIES	MAN S AN	CE OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
			evelopment equivalent to four years	college with academic background in
social/behav	ioral	sciences or business; o	r requires two years (3,000 work ho	ours) of experience as a department intermittent
staff member	r and	d a minimum of two year	s college credits completed with pa	ssing grades in social/behavioral sciences or

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



Existing Position New/Revised Position Employment Security Program Representative 29 SS 13650-44-60-101-41-31 Program Representative 5. EXMT 6. WORK 7. AM 0. UNIX 9. OFF	1. POSITION TIT	ſLE	WORK	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION OPTION C	TITLE 2. POS	ITION NU	MBER		
Employment Security 3. AGENCY 4. BUREAU DIVISION 5. BORDATION 1. UNIT	Existing Position										
A BUREAU DIVISION	Employment :	Security			29	SS	13650)-44-60-	101-4	1-31	
North Control North Contro		resemanve		4. BUREAU/ DIVISION	L				7. A/I AUTH	8.AUDIT	9. OFFICE USE
IL Department of Employment Security 10. SECTION 11. UNIT 10. SECTION 11. UNIT 12. TRANSACTION 12. TRANSACTION 13. SETICHED AND SETION SOLUT	Existing Position										
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NewTextude Position		it of Employment Secur	rity	L,	Teld Oper	alions					E DATE
New New				TT. UNIT					-		
Lombard Call Center - Section A Service Unit A-4	Existing Position									02/16/	2019
14. WORK LOCATION 15. BARGAINING/TERM CODE Relative Control Cont				Service Unit A-4			□ MAG	21 ESTA	BLISH		
15. BARGAININGTERM CODE	Lombard Cal	Center - Section A				I Ru					
NewRevised Presiden		ATION		15. BARGAINING/TER	M CODE		mempt MC	26 CLARI	FY		
RC062 N MC169 DOWNWARD REALLOCATION MC169 LATER REALLOCATION	Existing Position	•					□ MC	28 WORK	COUN		
Combard, IL RC062 N Mc158 UPWARD REALLOCATION Mc	New/Revised Position									REALLOC	ATION
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 fo applicants, provides referrals, placement and follow-up services on available job orders or training program 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. 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 perfain to benefit sprograms. As directed, performs these duties for assigne				RC06:	2						
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 unemploymer 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 fo applicants, provides referrals, placement and follow-up services on available job orders or training program 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: 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 available job training and/or educational programs, provides information on available job training and/or educational programs, provides information on available pob training and/or educational programs, provides information process to facilitate reemployment; assists in the formation of work search action plan and reviews for compliance; explains client rights a		16. COMPLETE CURR	ENT AND	ACCURATE STATEME	ENT OF PO	<u>OSITION</u>	ESSENTIAL	FUNCT	ONS		
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. DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE Thomas Cham 103/22/201	25%	nonseparation benef applicants, provides loads and extracts clineeds to relevant off these duties for assig Travels to fairs and viservices. 1. Assesses and as services related limited to intersta with clients to de discern employment provides information use of the IL Lab the registration pand reviews for oprograms. As direction of the other than the provides information pand reviews for oprograms. As direction of the other than the provides information pand reviews for oprograms.	it claim iss referrals, paims data ice or partigned works vorksites. Iddresses conto the procestermine urnent history termine urnent history termine urnent history ecompliance compliance ected, per imary assi	ues. Using the IL Lablacement and follow using automated symer staff; establishes sites within the servicutilizes Spanish langual desired and other federal or and other federal or and work status; plailable job training and ge system, determing a ge system, determing a cilitate reemployme; explains client rightforms these duties for and the services of the service	abor Excharged per services tems; refused main ce deliver guage to a summer of trade refused per trade refused per selevate ent; assists and refused per assigned massigned massigned per selevate or assigned massigned massigned massigned per selevate massigned massig	ange syces on a fers clief of tains and was and was and was monet or adjust me tational ant servicts in the sponsibled works	ystem, selectivity reportivity reportivity reportivity reportivity reportivity reportivity reportivity reportivity reportivity reportivity and reportivity and normand clarifical programs; ces for the appropriation of illities as the sites within	ets suitate orders in plex issets. As did not be primated as equest or orders in efits, in ets benearmonetales eligibility provides applicant of work sey pertain the service.	ole job or trai ues a rected ry ass r need ce ne icludir fit right ry eligi ility fa s infor t and search n to be ice de	o opening production of the control	ograms; ervice ms ffice. etive ovides ot views nd on the s in plan
mel onle 03/22/201	25%	complex and spe Employment Sec not limited to the directed, perform	ecial claims curity (IDE Illinois Be ns these di	s on benefit entitlem S). Loads and extra nefit Information Sy:	ent progra icts claims stem (IBIS	ams adr s data u S), Illino	ministered b sing automa is Job Link (y the Illii ated syst (IJL) and	nois D tems i I Gen	epartmencluding Tax. As	ent of g but
	DIRECTOR OF	CMS SIGNATURE	IMMEDIAT	E SUPERVISOR SIGNA	TURE					[)ATE
		family forthe				TNO	masch	em	إنت	03/	22/2019
MS-104 (Rev. 10/94) 11-401-0/94 MS-104 (Rev. 10/94) 11-401-0/94 MS-104 (Rev. 10/94) 11-401-0/94 BY:	MS-104 (Rev. 10/	/94) IL 401-0794	1 1 h	MAR 2 8 2013	<u>' </u>			<u> </u>			

% OF TIME			ACCURATE STATEMENT OF POSITION			
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training programs referrals and need for a opportunities; assists w applicants and employed performs these duties f	rtner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suital pplicants requiring services availables to use and interpret self-assessmoregarding training programs or selects or job orders for employers reques additional referrals; verifies and receith the planning, recruitment, and evers in the use of self-service of the for assigned worksites within the sets to fairs and worksites. Utilizes Spirits	job see int skills ole job cole throughent voc ected joursting secords place execution IL Laboraryice de	igh computer programs and contacts ational exploration tools; provides bs and job interview procedures; followice from IDES to determine status cements; as directed, solicits job n of hiring fairs. Coaches both r Exchange System. As directed,	or s lows s of
10%	4.	routine, initial or continu written determinations;	conducts reconsidered determinati	s, and e	viding eligibility determinations for explains case disposition; provides d accepts appeals. As directed, perfor ea other than the primary assigned of	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	lex or specialized issues and/or set workshops to enhance client emplo from file construction and mainten	rvice ne oyability ance fo	as related to a specific job referral; re eds to relevant office or partner staff . Assists clients with registration and r all relevant IDES automated data fi assigned worksites within the service	f. d iles;
05%	6.	Establishes and mainta	ains activity reports to demonstrate	work ac	ctivity and detail time charging.	
05%	7.	Performs other duties a enumerated above.	as required or assigned which are re	easonal	bly within the scope of the duties	
conducting	g and	LE AND NUMBER OF IMM	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ning and reviewing work, preparing, g disciplinary action and adjusting grieva	inces
	8	,		WORK	ING TITLE (IF ANY)	
Employment	Sec	urity Field Office Superv	isor 13600-44-60-101-40-31			
18. CHECK TI	HE A	PPROPRIATE BOX IF THI	S POSITION IS A:			
☐ SUPE	RVIS	OR OR LEAD W	VORKER			
NOTE: 6				مادداد	deligion estate me emitta) voitibe e	
		visory or lead worker res percentage(s) allotted.	ponsibilities <u>must</u> be described in a	detalled	a duty statement(s) with a	
If a box w	as cl		title, position number, and number of su	ubordina	te incumbents or authorized funded	
headcour		sition Title	Position Number		No. of Incumbents or Funded Vacano	cies
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PERFORI ABILITIES	MAN S AN	CE OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUI DW SEVERAL OPTIONS OF SKILLS AI E PHRASE "SAME AS SPECIFICATIO	ND
			evelopment equivalent to four years		e with academic background in experience as a department intermit	tort
					rades in social/behavioral sciences o	
business; or	four	years (6,000 work hours	s) as a department intermittent staff	membe	er; or qualifying state employees, in t	the
					ncy tests and training programs lead	
					e Unemployment Insurance (UI) Act mployment service needs. Requires	
					ive work search plan for clients and	
					pertinent information for the determin	ation

of payment or non-payment of claimants and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

conjunction with Spanish speaking clients.

16. (CONTINUED)



E-1-0 B0	TLE .	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	IIION NU	MBER			
Existing Position										
New/Revised Position Employment S Program Rep			29	SS	13650)-44-60-	102-1	1-31		
3. AGENCY	resentative	4. BUREAU/ DIVISIO)N	<u>L</u>	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	REALLOCATION REALL		
Existing Position						O 022 Y R 12. TRANSACTION				
New/Revised Position		Service Delivery	Field Oper	ations	0	022	Y	R		
IL Departmen 10. SECTION	nt of Employment Secu	11. UNIT	- leid Oper	allons			1		E DATE	
Existing Position		11. 01411		· <u> </u>	CODE	-	-			
Existing Position		e .						02/16/	2019	
New/Revised Position Lombard Cal	ll Center - Section B	Service Unit B-1			∐ мсо	22 EXEM	PT COD			
14. WORK LOCA	ATION	15. BARGAINING/TI	RM CODE	Rutan Exempt				IMBER CHA	ANGE	
Existing Position										
						21 ABOLI	SH			
New/Revised Position		RCC	62	N	☐ MC1	50 LATER	RAL REA	ALLOCATIO	N	
Lombard, IL % OF TIME	16 COMPLETE CURR	LENT AND ACCURATE STATE	MENT OF PO	OSITION ESS				ALLOCATIO)N	
	nonseparation benef	referrals, placement and follo	Labor Exch ow-up service	ange syster ces on avail	n, selec able job	ts suital orders	ole jol or trai	o openin ining pro	grams;	
25%	needs to relevant off these duties for assign Travels to fairs and viservices. 1. Assesses and adservices related limited to interstate with clients to dediscern employing provides informative of the IL Laboratory for the registration pand reviews for oprograms. As directly other than the printerpretive services.	ice or partner staff; establish gned worksites within the servorksites. Utilizes Spanish land ddresses client Unemployment to the processing of claims fate, military and other federal etermine unemployment insument history and work status; ation on available job training for Exchange system, determine concess to facilitate reemploy compliance; explains client rifected, performs these duties imary assigned office. Utilized ices.	es and mair vice deliver nguage to a nt Insurance or unemploy or trade re- rance claims provides or and/or edu- nines releva ment; assis ghts and re- s for assigne es Spanish I	e and Wagr ment insura adjustment. s monetary ientation an cational pro int services ts in the for sponsibilitie d worksites anguage to	ty report than the who re ner-Peys ance be Conduct and nor d clarific grams; for the a mation co s as the within to	ser servi nefits, in tots bene moneta es eligib provides applican of work s by pertain the servi	ce neocletic ry assert need neocletic received in the search need need need need need need need nee	d, perfor signed of d interpresents. Pro- ng but ne hts inter- gibility and actors; mation of coaches n action enefits elivery and	ms ffice. etive ovides ot views and on the s in plan rea need	
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			employers and hiring fai Exchange system for ap	rs for job interviews; selects suitab oplicants requiring services availab	ole job c ole throu	openings as listed in the IL Labor Igh computer programs and contacts
			clients with information i	regarding training programs or sele	ected jo	ational exploration tools; provides bs and job interview procedures; follows
			referrals and need for ac opportunities, assists wi applicants and employe performs these duties for	dditional referrals; verifies and reco th the planning, recruitment, and e rs in the use of self-service of the I or assigned worksites within the se	ords pla executio IL Labor rvice de	n of hiring fairs. Coaches both r Exchange System. As directed, elivery area other than the primary
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05%			enumerated above.	s required or assigned which are re		<i>;</i>
cond	ducting	g and		EDIATE SUPERVISOR (Responsible ations; effectively recommending and		gning and reviewing work, preparing, g disciplinary action and adjusting grievances
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Employ	ment	Sec	urity Field Office Supervis	sor 13600-44-60-102-10-01		
18. CHE	CK TH	IE A	PPROPRIATE BOX IF THIS	POSITION IS A:		
	SUPER	RVIS	OR OR □ LEAD W	ORKER		
NO				oonsibilities <u>must</u> be described in a	detailed	d duty statement(s) with a
lf a			ercentage(s) allotted.	tle position number and number of su	ubordina	to incumbants or authorized funded
	dcoun		iecked above, list position ti	tle, position number, and number of su	ирогоппа	te incumberits of authorized funded
		Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
N/A	-01414		IANOMI EDOEO OMINA	ADILITIES LISENSUDE OR SEDTIFIC	CATION	NECESSARY FOR THE CHOOSE OF
PER ABI	RFORN	AAN S AN	CE OF THE WORK OF THI	S POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
				velopment equivalent to four years		
						experience as a department intermittent rades in social/behavioral sciences or
						er; or qualifying state employees, in the
						ncy tests and training programs leading

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



1. POSITION TIT	LE	WOR	(ING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position												
New/Revised Position Employment S Program Rep				29	ss	13650)-44-60-	121-1	1-31			
3. AGENCY	i Cocinidary C		4. BUREAU/ DIVISION	<u></u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position												
New/Revised Position	t of Employment Secur	rity	Service Delivery/ F	ield Oper	ations	0	081	Υ	R			
10. SECTION	t of Employment Secu	ity	11. UNIT		12. TRAN	/E DATE						
Existing Position			02/16/									
New/Revised Position Rock Island (Call Center		Service Unit 1				MA021 ESTABLISH MC022 EXEMPT CODE CHANGE					
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Existing Position						☐ MC	28 WORK	COUN		L CHANGE SE		
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Rock Island, I			RC062		N	☐ MC	I50 LATER	RD REA				
% OF TIME	16. COMPLETE CURR Under general super	ENT AND	ACCURATE STATEME	NT OF PO	SITION ES	SENTIAL	FUNCT	ONS				
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. 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.								ograms; ervice ms iffice. etive ovides ot views nd on the s in plan				
 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. 								ent of g but the				
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% OF TIME	16.	COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENT	IAL FUNCTIONS (Continued)
20%	3.	Security (IDES) and pa Exchange system. Ass employers and hiring fa Exchange system for a employers; trains client clients with information up on training program referrals and need for a opportunities; assists wa applicants and employed performs these duties for	artner agencies. Assists or registers sesses, researches and selects clie airs for job interviews; selects suitable applicants requiring services available to use and interpret self-assessment regarding training programs or selects or job orders for employers reques additional referrals; verifies and receivith the planning, recruitment, and evers in the use of self-service of the Infor assigned worksites within the sess to fairs and worksites. Utilizes Spare	job see int skills ole job cole throusent vocected job sting seconds place execution in Laborroice de la cole in laborroi	aigh computer programs and contacts cational exploration tools; provides also and job interview procedures; follows ervice from IDES to determine status of accements; as directed, solicits job on of hiring fairs. Coaches both r Exchange System. As directed,
10%	4.	routine, initial or continuation written determinations;		s, and o	
10%	5.	clients with more comp Conducts employment claims; processes data extracts and utilizes da	plex or specialized issues and/or ser workshops to enhance client emplor from file construction and maintena	rvice ne byability ance fo	as related to a specific job referral; refers reds to relevant office or partner staff. Assists clients with registration and r all relevant IDES automated data files; assigned worksites within the service
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conducting	g and	LE AND NUMBER OF IMN I signing performance eval ent of this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assig	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
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18. CHECK TH	IE A	PPROPRIATE BOX IF THI	IS POSITION IS A:		
☐ SUPE	RVIS	OR OR □ LEAD V	VORKER		
tie	me p as ch	ercentage(s) allotted.	sponsibilities must be described in a title, position number, and number of su		
	Pos	sition Title	Position Number		No. of Incumbents or Funded Vacancies
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PERFORM ABILITIES CAN NO I	MANO S AN LONG	CE OF THE WORK OF TH D LICENSURE OR CERTI GER BE USED.	IIS POSITION. NOTE: SINCE THERE IFICATION IDENTIFIED ON STANDAR	ARE NO RDS, TH	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
social/behavi staff member business; or employee Up to a certificate	oral and four ward e of	sciences or business; or l a minimum of two years years (6,000 work hours d Mobility Program may proficiency. Requires w	s college credits completed with pass) as a department intermittent staff complete combinations of specific proking knowledge of those provision	ours) of ssing grown member oroficier of the	e with academic background in experience as a department intermittent rades in social/behavioral sciences or er; or qualifying state employees, in the ncy tests and training programs leading e Unemployment Insurance (UI) Act

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



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER					
Existing Position												
New/Revised Position Employment S Service Repre			29	SS	13667	'-44-51-	101-2	1-31				
3. AGENCY	esentative	4. BUREAU/ DIVISION	<u> </u>	1	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position	Anna Transition											
New/Revised Position		Santias Delivery/ Fi	iold Oper	otions	0	016	Y	R				
	t of Employment Security		Service Delivery/ Field Operations						E DATE			
10. SECTION Existing Position		11. UNII	CODE									
Existing Fosition								02/16	/2019			
New/Revised Position Chicago Regi	on/ Lawrence Local Office	Service Unit I			☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE							
14. WORK LOCA	ATION	15 BARGAINING/TERM	15. BARGAINING/TERM CODE Rutan Exempt					☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY				
Existing Position	(IIOI	10.00 11.00 11.00			1 ☐ MCC	27 ADDIT	IONAL I					
					☐ MDC	21 ABOLI	SH					
New/Revised Position 2444 West La	wrence	RC062	ı	l N	☐ MC1	49 DOWN 50 LATER	RAL REA	ALLOCATION	ON			
Chicago, IL						58 UPWA		ALLOCATIO	N			
% OF TIME		AND ACCURATE STATEME for an assigned area, perfo										
40%	unemployment related is and prepares reports; may worksites in the service of who request or need into the service of the serv	complex employment service tentitlement resolutions un kforce Investment legislation, regulations and requirement terviewing, investigating, and continued claims; makes must be provided quality and timeliness maked quality and timeliness maked to perform assigned dinterpretive services.	ata using essments signed during early job der provients. Adjuind providiculti-claima es written netrics as handbouties. Util	automated s and recomment ties. Utilizes placement sion of Uner oliance with dicates mor ng eligibility ant decision determinat defined by look. As direct izes Spanis	function function function mploym Federa determ s; investions; me the U.S cted, tra h langu	e; mainta ons. As sh langu ns and u ent Insu I and St nd nonr ninations tigates, eets and Depart vels to v age to a	nemperance ate stanoneta stores at worksi ssist of the control of	ctivity receded, travelous assist ass	ecords rels to clients t er- efit or nd the r ne vho			
30%	monetary and no client rights and	sidered determinations and on-monetary issues pertaini responsibilities as they per o request or need interpreti	ing to the tain to be	Illinois Une nefit progra	mploym	ent Insu	irance	e Act; ex	cplains			
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.											
		MEDIATE SUPERVISOR SIGNAT	TURE A	GENCY HEAD					DATE			
//	and facti	MAR 2 8 2019		thoma	- Ju	em	انت	03/2	22/2019			
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16. (CONTINUE	D)										
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIA	AL FUNCTIONS (Continued)						
10%	4.	recommendations to referring employ	Unemployment Insurance and/or W to address employment and unemployment to representatives from Busines mation on available training and ed	oloyment ss Servic	related issues, including but not limited ces, identifying barriers to employment						
05%	5.	pending adjudication cases. Loads and concluding but not lire (IBIS) and GenTax inquiries to supervision cases.	on report in order to maintain timelir extracts data related to job placeme mited to the IL Labor Exchange sys c. Evaluates and reports computer e	ness in the ents and/ etem, the errors or iciency a	vs individual caseload activity on the ne completion of pending adjudication for claims using automated systems lllinois Benefit Information System deficiencies discovered in analysis of ssessments and recommendations.						
05%	6.	Performs other dut enumerated above		are reasc	onably within the scope of the duties						
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,											
47 50017101	1 TIT! E A	ND NUMBER OF IM	AFRIATE OURER/ICOR (Paramethia	for cosin	ing and actioning the property						
conducting	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.)										
	conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances										
Employment	Security	Field Office Superv	visor 13600-44-51-101-20-01								
18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:								
☐ SUPE	RVISOR	OR LEAD V	VORKER								
NOTE: S	uperviso	rv or lead worker res	sponsibilities <u>must</u> be described in a	detailed	duty statement(s) with a						
		entage(s) allotted.			,						
If a box was headcoun		ed above, list position	title, position number, and number of s	ubordinat	e incumbents or authorized funded						
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies						
N/A											
PERFORM ABILITIES	MANCE C S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL W SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"						
background i employee wit or operation. finding of fac with employe payment or n	n the so th IDES; Require ts, test in ers and c ion-paym	cial / behavioral scie or five years profes s thorough knowled nterpretation, and vo- lients; organize and nent of claimant ben	sional experience in personnel adm ge of the provisions of the Illinois U ocational counseling techniques. Re analyze pertinent information to pre efits; determine an appropriate wor	istration in inistration in inistration in interest in	and one year as a full-time professional on, or business ownership management ment Insurance Act; interviewing, the ability to effectively communicate						

work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients.

1. POSITION TITE	LE	Wo	RKING TITLE (IF AN	IY) [BILINGUAL CODE	POSITION OPTION		POSI	TION NUI	VBER		
Existing Position	· · · · · · · · · · · · · · · · · · ·							****				
New/Revised Position Employment S Service Repre					29	SS	s 1:	3667	-44-51-	102-3	1-31	
3. AGENCY	Sentative	.l	4. BUREAU/ DIVIS	ION		l		EXMT	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position												
New/Revised Position IL Department	of Employment Security		Service Deliver	y/ Field	d Opera	ations		0	016	Υ	R	
10. SECTION			11. UNIT					12. TRANSACTION 13. EFFECTIVE DATE CODE				
Existing Position									-		02/16/	/2019
New/Revised Position Chicago Region	on/ 71st Street Local Offic	е	Service Unit II				1 =	MA021 ESTABLISH MC022 EXEMPT CODE CHANGE				
14. WORK LOCA	TION		15. BARGAINING/TERM CODE Rutan Exempt					☐ MC024 POSITION NUMBER CHANGE MC026 CLARIFY				
Existing Position	HON		10. 5/11(6/11/11/10/1		.022			MC0	27 ADDIT 28 WORK 21 ABOLI	IONAL I		
New/Revised Position 1515 East 71s	t Stroot							MC1	49 DOWN 50 LATER	WARD	REALLOCATION	ATION ON
Chicago, IL	or Ottoer		RC	062			N E		58 UPWA			
% OF TIME	16. COMPLETE CURREN	T AND A	ACCURATE STATE	EMENT	OF PC	SITION	I ESSEN	TIAL	FUNCTI	ONS		
40% 30%	Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.								ent and ecords els to clients t er- efit or nd the r ne who			
30%	monetary and n client rights and assist clients wh	on-moi respoi no requ	d determinations and detary issues per nsibilities as they nest or need interp	taining pertai pretive	to the n to bei service	Illinois nefit pre es.	Unemplograms.	loym . Utili	ent Insu zes Spa	rance inish I	Act; ex anguag	oplains e to
10%	b inter nings a matior directe	s, taking or updating work history; assesses client skills and refers clienterviews and/or to partner agencies for additional employment services; so as listed in job order records or available through automated files; provious regarding selected jobs and job interviewing procedures; verifies and reted, travels to perform these duties. Utilizes Spanish language to assist or					elects ides records					
DIRECTOR OF	who request or need in DIRECTOR OF CMS SOCIATION IMMEDIAT				URE AGENCY HEAD SIGNATURE Thomas Chan				DATE			
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10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	16. (CONTINUE	D)	•									
recommendations to address employment and unemployment related issues, including but not limited to referring employers to representatives from Business Services, identifying barriers to employment and providing information on available training and education programs. 5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinos Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager, makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports. 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above. 7. 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.) 7. 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.) 7. 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. 7. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and reviewing work, preparing of the incumbe		16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
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conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) WORKING TITLE (IF ANY)	05%	6.			are reasonably within the scope of the duties							
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conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.) WORKING TITLE (IF ANY)		POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing,										
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PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED. Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional												
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background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional	PERFORI ABILITIES	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"										
employee with IDES; or five years professional experience in personnel administration, or business ownership management or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate	background i employee will or operation.	in the so th IDES; Require	cial / behavioral scie or five years profes s thorough knowled	ences or business/personnel admin sional experience in personnel adm ge of the provisions of the Illinois U	istration and one year as a full-time professional ninistration, or business ownership management Inemployment Insurance Act; interviewing,							

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



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position			1 2222		Ī						
New/Revised Position					-						
Employment S	•		29	SS	13667	-44-51-	107-2	1-31			
Service Repre	sentative	A DUDGALU DE GOLO:			5 FXMT	5. EXMT 6. WORK 7. A/I 6. AUDIT 9. OFF					
3. AGENCY		4. BUREAU/ DIVISION	<u></u>		CODE	COUNTY	AUTH	8.AUDIT	USE		
Existing Position									1		
New/Revised Position	t of France and Occurre	Service Delivery/ Fi	eld Oper	ations	0	016	Υ	R			
10. SECTION	t of Employment Security	11. UNIT		·	12. TRAN	E DATE					
Existing Position		01111	CODE								
Existing 7 osition								02/16/	/2019		
New/Revised Position		0 1 1 1 1	Service Unit I								
Chicago Regio	on/ Pilsen Local Office	Service Unit I	│ │ │ │ MC022 EXEMPT CODE CHANGE								
14 WORK LOCA	TION	15 BARGAINING/TEPA	15. BARGAINING/TERM CODE Rutan Exempt					MBER CH	ANGE		
14. WORK LOCA Existing Position	HON	10. DANGAINING/TERM	, 0001		□ мсо	26 CLARI 27 ADDIT	IONAL I				
						28 WORK 21 ABOLI		Y CHANG	iE		
New/Revised Position					□ мс1	49 DOWN 50 LATER	IWARD				
1700 West 18	th Street	RC062		N		50 LATER 58 UPWA					
Chicago, IL	(AND ACCURATE CTATELES	NT OF S	OCITION TO	CENTIAL	ELINIOTI	ONE				
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	MI OF PO	COMPLEX	o EN HAL	ent ser	VIVO	nd iob			
40%	unemployment related is and prepares reports; may worksites in the service of who request or need into the service of the serv	and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.									
30%	monetary and no client rights and	sidered determinations and on-monetary issues pertaini responsibilities as they pert o request or need interpreti	ng to the ain to be	Illinois Une nefit progra	employm	ient Insi	ırance	e Act; ex	cplains		
10%	employers for jo suitable job oper clients with infor placements. As who request or re	eekers, taking or updating w b interviews and/or to partn nings as listed in job order r mation regarding selected j directed, travels to perform need interpretive services.	er agenc ecords o obs and j these du	ies for addi r available job intervie ties. Utilize	tional er through wing pro s Spanis	nployme automat cedures sh langu	ent ser ted file ; verif	vices; ses; provi ies and assist	elects ides records clients		
DIRECTOR OF	MS SICNATURE IM	MEDIATE SUPERVISOR SIGNAT		GENCY HEA			į	"	DATE		
1 1	27	MAR 2 8 2019		thomas,	1-16	em	ابح	03/	22/2019		
MS-194 (Rev. 10/9	24) 11, 404, 0704		<u>l</u>		<u> </u>			L			
Bus Ma	401-0754 401-079-19		<i>!</i>								

% OF TIME	16. COM		ACCURATE STATEMENT OF POSITION	
10%	4.	recommendations to referring employ	to address employment and unemp	agner-Peyser related needs and provides bloyment related issues, including but not limited as Services, identifying barriers to employment ucation programs.
05%	5.	pending adjudication cases. Loads and exincluding but not lirt (IBIS) and GenTax inquiries to supervi	on report in order to maintain timelinextracts data related to job placemented to the IL Labor Exchange systems. Evaluates and reports computer of	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems tem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of ciency assessments and recommendations.
05%	6.	Performs other dut enumerated above		are reasonably within the scope of the duties
47 BOOITION	1 TITLE A	NO NUMBER OF IMA	AFDIATE OLIDEDVICOR (Decrete into	
conducting	g and sigr			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
				WORKING TITLE (IF ANY)
Employment	Security	Field Office Superv	risor 13600-44-51-107-20-31	
18. CHECK TH	HE APPR	OPRIATE BOX IF THI	IS POSITION IS A:	
SUPE	RVISOR	OR ☐ LEAD V	VORKER	
NOTE: S	uperviso	rv or lead worker res	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a
ti	me perce	entage(s) allotted.		
If a box w headcoun		ed above, list position	title, position number, and number of s	ubordinate incumbents or authorized funded
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			****	
		 		
PERFORI ABILITIES	MANCE C S AND LI	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
background i employee wit or operation. finding of fac	n the soon th IDES; Requirents, test in	cial / behavioral scie or five years profest s thorough knowled terpretation, and vo	ences or business/personnel admin sional experience in personnel adm ge of the provisions of the Illinois U ocational counseling techniques. Re	tion of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate

CURRENT AND A COURAGE CTATEMENT OF DOCUTION ESCENTIAL FUNCTIONS (Continued)

16. (CONTINUED)

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



1. POSITION TITLE		WOI	ORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE 2. POSITION NUMBER						· ·			
Existing Position		†		CODE	- OP1	.511 50DE						
New/Revised Position Employment Security Service Representative	<u> </u>		<u>,</u>	29		SS	13667	-44-51-	107-3°	1-31		
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 Emplo	oyment Security		Service Delivery/ F	ield Ope	eration	s	0	016	Υ	R		
10. SECTION			11. UNIT				12. TRAN	SACTION	13	. EFFECTIV	E DATE	
Existing Position		÷					02/16/2019					
New/Revised Position Chicago Region/ Pilser	Local Office		Service Unit II				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOCATION			15. BARGAINING/TERM	/ CODE		Rutan Exempt		24 POSIT		MBER CHA	NGE	
Existing Position			10. 5/1/0/1/1/10//2/1				MC0	27 ADDIT 28 WORK 21 ABOLI	COUNT			
New/Revised Position 1700 West 18th Street		-	RC062	<u> </u>		N	MC1	49 DOWN 50 LATER 58 UPWA	WARD I	LLOCATIO	ON	
Chicago, IL % OF TIME 16. COM			0011547507145	NE OF I	200171	011500	ENITIAL	ELINIOTI	<u> </u>			
Under g placeme Unempl and Sta Insuran unempl and pre worksite who rec	Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.											
								plains e to s to				
	suitable job ope clients with infor placements. As	nings a mation directe	rviews and/or to partner agencies for additional emplo as listed in job order records or available through auto n regarding selected jobs and job interviewing proced ed, travels to perform these duties. Utilizes Spanish l					automated files; provides ocedures; verifies and records				
DIRECTOR OF CMS SIGNA	Who request of		interpretive services. ATE SUPERVISOR SIGNATURE AGENCY HEAD			AD SIGNATURE DATE				ATE		
DIRECTOR OF CMS SIGNA	27	•	MAD 2 0 2040		46	ema by	sch Sa	SIGNATURE DATE SCHOOL 03/22/201				

16. (CONTINUE!	D)				
% OF TIME	16. COM		ACCURATE STATEMENT OF POSITION		
10%	4.	recommendations to referring employe	to address employment and unemp	oloymen ss Servi	Peyser related needs and provides t related issues, including but not limited ces, identifying barriers to employment programs.
05%	5.	pending adjudication cases. Loads and exincluding but not lin (IBIS) and GenTax inquiries to supervision.	on report in order to maintain timeli extracts data related to job placeme nited to the IL Labor Exchange sys . Evaluates and reports computer e	ness in tents and stem, the errors or iciency a	ws individual caseload activity on the the completion of pending adjudication lor claims using automated systems elllinois Benefit Information System deficiencies discovered in analysis of assessments and recommendations.
05%	6.	Performs other duti enumerated above		are reas	onably within the scope of the duties
conducting	g and sigr		MEDIATE SUPERVISOR (Responsible uations; effectively recommending and		ining and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	ING TITLE (IF ANY)
Employment	Security	Field Office Supervi	isor 13600-44-51-107-30-31		
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:		
	RVISOR	OR LEAD W	VORKER		
tir	ne perce as checke	ntage(s) allotted.	ponsibilities <u>must</u> be described in a title, position number, and number of s		
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
			•		
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"

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



1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER							
Existing Position														
New/Revised Position Employment S Service Repre	•		29	SS	13667	'-44-53-	101-4	1-31						
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	t of Employment Security	Service Delivery/ Fig	eld Oper	ations	0	016	Υ	R						
10. SECTION	t of Employment Security	11. UNIT	•		12. TRANSACTION 13. EFFECTIVE DAT									
Existing Position									/2019					
									02/16/2019					
New/Revised Position Metro South F	Region/ Harvey Local Office	Service Unit III						☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE						
14. WORK LOCA	TION	15. BARGAINING/TERM	CODE	Rutan Exempt	_ ⊠ MCd	26 CLARI	FY							
Existing Position					☐ MCC	27 ADDIT 28 WORK	COUN							
New/Revised Position					 	21 ABOLI 49 DOWN	WARD							
Harvey, IL		RC062		N	☐ MC1	50 LATER	RAL REA	LLOCATION	ON					
% OF TIME		AND ACCURATE STATEMENT AND ACCURATE STATEMENT FOR AN ASSIGNED AREA, PERFORMANT AND ACCURATE STATEMENT AND ACCURATE			SENTIAL	FUNCT	ONS							
40%	Insurance and/or Wagne unemployment related is and prepares reports; may worksites in the service of who request or need interest of the service of the service of the service of the service of the service of the service delivery arequest or need to service delivery arequest or need to service of the servi	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.												
30%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 													
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.													
DIRECTOR OF (CMS SIGNATURE IMI	MEDIATE SUPERVISOR SIGNAT	URE A	AGENCY HEA			1		DATE					
	and orde			thomas.	1 70	in	<u> </u>	03/	22/2019					
VIS-104 (Rev. 10/9	1) IL 401-0792; 1) 21-29-19	MAR 2 8 2019												
My Maj	y 42719	L.												

16. (CONTINUE	D)				
% OF TIME	16. COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTI/	AL FUNCTIONS (Continued)
10%	4.	recommendations to referring employ	Jnemployment Insurance and/or W to address employment and unempters to representatives from Busines mation on available training and ed	oloyment ss Servic	t related issues, including but not limited ces, identifying barriers to employment
05%	5.	pending adjudication cases. Loads and including but not lin (IBIS) and GenTax inquiries to supervise to super	on report in order to maintain timelin extracts data related to job placeme mited to the IL Labor Exchange sys c. Evaluates and reports computer e	ness in the ents and, tem, the errors or iciency a	ws individual caseload activity on the the completion of pending adjudication for claims using automated systems Illinois Benefit Information System deficiencies discovered in analysis of assessments and recommendations.
05%	6.	Performs other dut enumerated above	•	are reaso	onably within the scope of the duties
	l				
17. POSITION	N TITLE A	ND NUMBER OF IM	MEDIATE SUPERVISOR (Responsible	for assig	ning and reviewing work, preparing,
		ning performance eval f this position.)	uations; effectively recommending and	imposing	g disciplinary action and adjusting grievances
101 the file		i tilis position.)		WORK	ING TITLE (IF ANY)
				WORKI	NG TITLE (IF ANT)
Employment	Security	Field Office Superv	risor 13600-44-53-101-40-01	l	
18. CHECK TI	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:		
☐ SUPE	RVISOR	OR LEAD V	VORKER		
NOTE: S	uperviso	rv or lead worker res	sponsibilities <u>must</u> be described in a	detailed	I duty statement(s) with a
ti	me perce	entage(s) allotted.	· —		•
•		ed above, list position	title, position number, and number of s	ubordinat	e incumbents or authorized funded
headcoun	it:				
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
PERFORI ABILITIES	MANCE O S and Li	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL OW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
background in employee with or operation.	in the so th IDES; Require	cial / behavioral scie or five years profes s thorough knowled	ences or business/personnel admini sional experience in personnel adm ge of the provisions of the Illinois U	istration ninistratio nemploy	our years of college with academic and one year as a full-time professional on, or business ownership management yment Insurance Act; interviewing, the ability to effectively communicate

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



1. POSITION TITL	.E	Two	RKING TITLE (IF ANY)	BILINGUAL	POSITIO	ION TITLE ON CODE	2. POSI	TION NUI	/BER		
Existing Position		†	· · · · · · · · · · · · · · · · · · ·	CODE	UPIIC	OUDE		<u></u> -			
New/Revised Position Employment S Service Repre				29	5	SS	13667	-44-53-1	04-3	1-31	
3. AGENCY	ociiidii ve		4. BUREAU/ DIVISION		<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position											
New/Revised Position			Service Deliver / Fi	ald Oac	rations	, 	0	016	Υ	R	
IL Department	of Employment Security		Service Delivery/ Fig. 11. UNIT	eiu Ope	auons	-	U 12. TRAN			3. EFFECTIV	E DATE
10. SECTION Existing Position			11. UNII		CODE		+				
Evidend Logidon					02/16/2019						
New/Revised Position			Service Unit II				☐ MA0	21 ESTAB	LISH		
Metro South R	legion/ Burbank Local Of	fice	OCIVICE OTHER			Rutan	☐ MC0	22 EXEMP 24 POSITI	T COD		
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt	⊠ MC0	26 CLARII	FΥ		
Existing Position					Ţ	}		27 ADDIT 28 WORK	COUNT		
New/Revised Position					+			21 ABOLIS 49 DOWN	-	REALLOCA	ATION
Burbank, IL			RC062			N	☐ MC1	50 LATER 58 UPWA	AL REA	ALLOCATIO	ON
% OF TIME	16. COMPLETE CURREN Under general direction	T AND	ACCURATE STATEME	NT OF P	OSITIC	N ESS	ENTIAL	FUNCTI	ONS		
40%	placement functions and Unemployment Insurance and State statutory provides and prepares reports; in worksites in the service who request or need into 1. Performs more insurance beneating provisions, rule claims issues, in unique initial or explains case of federally mandated service delivery request or need to the service d	d unemode, Wagisions, er-Peys ssues; nakes s deliver erpretives, regulater interview continuities on the continuities of the c	aployment insurance by gner-Peyser and World rules, regulations and ser related needs and loads and extracts datervice efficiency assety area to perform assive services. Ex employment services lement resolutions und Investment legislation lations and requirement wing, investigating, and investment legislation and requirement in the claims; makes much ality and timeliness makes and perform assigned duretive services.	eenefit er kforce Ir d require provide ta using essments igned du e and jol der provin in com ints. Adju de provic ulti-claim es writte ettrics as) handb uties. Uti	ntitlemnvestmements reconstruction of automos and ruties. Using eliment de night definition ook. A filizes S	nent respect to the control of the common of	solutions gislations mines of dations systems nendation spanis function ploymer federal determines; investing U.S. eted, train langua	s under in composition to address; maintal ons. As the langual ons and under the langual ons and stigates, to be partivels to vage to a	provision provis	sion of the with Foyment in ployment in the civity rected, travers assist of the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity ary beneated to the civity are the civ	ent and cords els to clients ter-efit or nd he ree/ho
30% 10%	monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. 3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients										
DIRECTOR OF C	who request or CMS SIGNATURE II	MEDIA	nterpretive services. TE SUPERVISOR SIGNAT				SIGNAT		:		ATE
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% OF TIME	J) 16 COM	DI ETE CLIDDENIT AND	ACCURATE STATEMENT OF POSITI	ON ESSENT	TIAL FUNCTIONS (Continued)
10%	4.	Determines client U recommendations to to referring employe	Inemployment Insurance and/o address employment and une	r Wagner- employme iness Serv	Peyser related needs and provides nt related issues, including but not limited vices, identifying barriers to employment
05%	5.	pending adjudication cases. Loads and experience including but not limit (IBIS) and GenTax. inquiries to supervise	on report in order to maintain time extracts data related to job place nited to the IL Labor Exchange . Evaluates and reports comput	neliness in ements an system, th er errors o efficiency	ews individual caseload activity on the the completion of pending adjudication d/or claims using automated systems lillinois Benefit Information System or deficiencies discovered in analysis of assessments and recommendations.
05%	6.	Performs other duti enumerated above.	. •	ch are rea	sonably within the scope of the duties
conducting	and sig	AND NUMBER OF IMM ning performance evalured this position.)	MEDIATE SUPERVISOR (Respons uations; effectively recommending	ible for assi and imposir	igning and reviewing work, preparing, ng disciplinary action and adjusting grievances
				WOR	KING TITLE (IF ANY)
Employment	Security	Field Office Supervi	isor 13600-44-53-104-30-01		
18. CHECK TH	IE APPR	OPRIATE BOX IF THIS	S POSITION IS A:		
SUPER	RVISOR	OR ☐ LEAD W	VORKER		
tir	ne perce as check	entage(s) allotted.	ponsibilities must be described title, position number, and number		ed duty statement(s) with a ate incumbents or authorized funded
	Position	r Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
PERFORM ABILITIES	MANCE (S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THE	RE ARE N	N NECESSARY FOR THE SUCCESSFUL IOW SEVERAL OPTIONS OF SKILLS AND HE PHRASE "SAME AS SPECIFICATION"
		skill and mental dev	velopment equivalent to the con	pletion of	four years of college with academic

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



Peyser and Workford provisions, rules, reg claims issues, interv unique initial or cont explains case dispos federally mandated of Education and Train service delivery area request or need inte 30% 2. Conducts reconside monetary and non-noclient rights and resp assist clients who re 10% 3. Interviews job seeked employers for job into suitable job opening clients with informat placements. As direct who request or need.	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NUI	MBER			
Employment Security Service Representative 3. AGENCY Existing Position IL Department of Employment Security 10. SECTION Existing Position New/Revised Position Metro South Region/ Burbank Local Office 14. WORK LOCATION Existing Position New/Revised Position Burbank, IL % OF TIME 16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issued and prepares reports; makes worksites in the service deliwing who request or need interpretation in the service deliving insurance benefit en Peyser and Workford provisions, rules, regulating case dispose federally mandated of Education and Train service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation in the service delivery area request or need interpretation. 30% 2. Conducts reconsider monetary and non-molient rights and response assist clients who really the service delivery area request or need interpretation. As directly informating placements. As directly who request or need interpretation in the service delivery area request or need interpretation. As directly informating placements. As directly who request or need interpretation in the service delivery area request or need interpretation.									
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New/Revised Position IL Department of Employment Security 10. SECTION Revised Position New/Revised Positio	4. BUREAU/ DIVISION	l		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
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New/Revised Position	Canting Delivery/Fi	0	016	Y	R				
New/Revised Position Metro South Region/ Burbank Local Office 14. WORK LOCATION Existing Position New/Revised Position Burbank, IL % OF TIME 16. COMPLETE CURRENT AN Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Peunemployment related issues and prepares reports; makes worksites in the service deliving who request or need interpressions, rules, regical claims issues, intervunique initial or contexplains case disposs federally mandated of Education and Train service delivery area request or need interpressions. The provision of the	Service Delivery/ Fi	eid Opera	alions	12. TRAN	E DATE				
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Under general direction, for a placement functions and une Unemployment Insurance, Wand State statutory provision Insurance and/or Wagner-Pe unemployment related issues and prepares reports; makes worksites in the service deliv who request or need interpressions, rules, registration claims issues, intervunique initial or contexplains case disposs federally mandated of Education and Train service delivery area request or need intes assist clients who resultable job opening clients with informat placements. As direwho request or need intes who request or need interest in the statutory provisions	1				58 UPWA		LLOCATION	ON	
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employers for job int suitable job opening clients with informat placements. As dire who request or need	red determinations and conetary issues pertaini consibilities as they pert quest or need interpreti	ng to the tain to be	Illinois Une nefit progra	mploym	ient Insu	ırance	e Act; ex	(plains	
	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services. INTERPRETATION DATE DATE DATE								
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MS-104 (Rev. \$6/94) (LA01-0794	! !)	ı							

16. (CONTINUE	D)		ECCENTIAL FUNCTIONS (Continued)
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	recommendations to referring employ	to address employment and unemp	agner-Peyser related needs and provides bloyment related issues, including but not limited as Services, identifying barriers to employment ucation programs.
05%	pending adjudicati cases. Loads and including but not lii (IBIS) and GenTax inquiries to superv	on report in order to maintain timelin extracts data related to job placeme mited to the IL Labor Exchange sys k. Evaluates and reports computer e	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems tem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.
05%	enumerated above	ė.	are reasonably within the scope of the duties
conductin			imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
Employment	Security Field Office Superv	visor 13600-44-53-104-40-01	
18. CHECK TI	HE APPROPRIATE BOX IF TH	IS POSITION IS A:	
☐ SUPE	RVISOR OR LEAD	WORKER	
ti	me percentage(s) allotted. as checked above, list position	sponsibilities <u>must</u> be described in a title, position number, and number of s	detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFOR ABILITIE	MANCE OF THE WORK OF TH	HIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
background employee wi or operation. finding of fact with employed payment or r inappropriated work history spreadsheets	In the social / behavioral scienth IDES; or five years profes Requires thorough knowled its, test interpretation, and voices and clients; organize and ion-payment of claimant beneavork search efforts; write coinformation and to use a pers, database management, ele Spanish language at a co	ences or business/personnel adminisional experience in personnel adminisional experience in personnel adminise of the provisions of the Illinois Upcational counseling techniques. Relanalyze pertinent information to proefits; determine an appropriate wor learly and concisely to record beneficially and concisely to record beneficially and computer with related softward ectronic mail and internet. Require	etion of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate is search plan for the client and identification of fit determinations employer job orders and client are programs such as word processing and its the ability to travel. Requires ability to speak it position duties in conjunction with Spanish



1. POSITION TITL	F	WO	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE					2. POSITION NUMBER					
Existing Position	· Le-	1 000	INTER (II AINT)	CODE		ION CODE	2.100						
New/Revised Position Employment S	ecurity			29		ss	13667-44-53-105-21-31						
Service Repres				25		33	13007-44-33-103-21-31						
3. AGENCY		<u> </u>	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE			
Existing Position													
New/Revised Position									.,				
	of Employment Security		Service Delivery/ Fig	eld Ope	ration	s	0	099	Υ	R			
10. SECTION			11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE CODE						
Existing Position										02/16/	2019		
New/Revised Position							02/10/2019						
	egion/ Joliet Local Office		Service Unit I					21 ESTAB		E CHANCE	_		
Wello South K	egion/ Joliet Local Office	•				Rutan		22 EXEMI 24 POSIT					
14. WORK LOCAT	TION		15. BARGAINING/TERM	CODE		Exempt		26 CLARI		DENTICAL	CHANGE		
Existing Position	•						☐ MC0	27 ADDIT 28 WORK	COUNT				
New/Revised Position								21 ABOLI: 49 DOWN		REALLOCA	ATION		
Joliet, IL			RC062			N	∏ MC1	50 LATER	AL REA	LLOCATIO	ON		
% OF TIME	16. COMPLETE CURREN	T AND	L ACCURATE STATEME	VT OF F	OSITI	ON ESS		58 UPWA FUNCTI		LLUCATIO	//1		
70 UF HIVIE	Under general direction	assigned area perfor	ms mo	re con	nplex er	nplovm	ent serv	ice ar	nd job				
40%	Under general direction, for an assigned area, performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.												
30% 10%	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services. 												
DIRECTOR OF C		MEDIA	nterpretive services. TE SUPERVISOR SIGNATURE AGENCY HEAD			AD SIGNATURE DATE				ATE			
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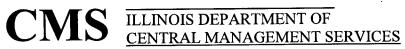
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16. (CONTINUE	D)	DI CTE CUDDENT AND	ACCURATE STATEMENT OF POSITION I	FSSENTI/	AL FUNCTIONS (Continued)
% OF TIME 10%	4.	Determines client Unrecommendations to referring employ and providing informations.	Inemployment Insurance and/or Water address employment and unemplers to representatives from Busines mation on available training and editions.	agner-Polloyment as Servious acation	eyser related needs and provides related issues, including but not limited ces, identifying barriers to employment programs.
05%	5.	pending adjudication cases. Loads and exincluding but not lir (IBIS) and GenTax inquiries to supervi	on report in order to maintain timelir extracts data related to job placeme nited to the IL Labor Exchange sys Evaluates and reports computer e	ness in the ents and, tem, the errors or	vs individual caseload activity on the he completion of pending adjudication /or claims using automated systems Illinois Benefit Information System deficiencies discovered in analysis of issessments and recommendations.
05%	6.	Performs other dut enumerated above		are reaso	onably within the scope of the duties
					•
			MEDIATE SUPERVISOR (Responsible		
		ning performance eval f this position.)	uations; effectively recommending and	ımposing	g disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	Security	Field Office Superv	risor 13600-44-53-105-20-01		
		OPRIATE BOX IF TH			
	RVISOR	OR 🗌 LEAD V	VORKER		
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		ry or lead worker res entage(s) allotted.	ponsibilities <u>must</u> be described in a	aetailed	i duty statement(s) with a
	as checke		title, position number, and number of s	ubordinat	te incumbents or authorized funded
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
19 SPECIALI	ZED KNI	OWLEDGES SKILLS	ABILITIES LICENSURE OR CEPTIEL	CATION	NECESSARY FOR THE SUCCESSFUL
PERFORM ABILITIES	MANCE C S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ARE NO	W SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
Requires kno background i employee wit or operation.	wledge, n the so th IDES; Require	skill and mental devicial / behavioral scie or five years profess thorough knowled	sional experience in personnel adm ge of the provisions of the Illinois U	istration ninistratio nemploy	and one year as a full-time professional on, or business ownership management ment Insurance Act; interviewing,
tinging of fact	ts. test ir	iterpretation, and vo	icational counseling techniques. Re	equires 1	the ability to effectively communicate

or operation. Requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires the ability to effectively communicate with employers and clients; organize and analyze pertinent information to provide for the determination of appropriate payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.



1. POSITION TITL	F	WOR	KING TITLE (IF ANY)	BILINGUAL	POSI	TION TITLE	2. POSI	TION NUI	MBER			
Existing Position		"	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	CODE	OPT	ION CODE						
					-							
New/Revised Position Employment S	ecurity			29		ss	13667	- 44-54-	102-4	1-31	1	
Service Repres							5. EXMT 6. WORK 7. A/I			9. OFFICE		
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	COUNTY	AUTH	8.AUDIT	USE	
Existing Position												
New/Revised Position			Service Delivery/ Fi	eld Ope	ration	ıs	0	101	Υ	R		
IL Department 10. SECTION	of Employment Security		11. UNIT	<u> </u>							E DATE	
Existing Position			11. 5.41				CODE		+			
Existing Footion							02/16/2019					
New/Revised Position			Carries Unit II				I ET MAN	21 ESTAR	H2H			
Northern Region	on/ Rockford Local Office		Service Unit II				☐ MA021 ESTABLISH☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOCA	TION		15. BARGAINING/TERM	1 CODE		Rutan Exempt		24 POSIT 26 CLARI		MBER CHA	ANGE	
Existing Position								27 ADDIT 28 WORK				
								21 ABOLI	SH			
New/Revised Position			RC062			N		49 DOWN 50 LATER				
Rockford, IL	40 COMPLETE OURDEN	F ANID A			OCITI		☐ MC1	58 UPWA	RD REA			
% OF TIME	16. COMPLETE CURRENT	for an a	essigned area nerfo	rms mo	re con	nnlex ei	nnlovm	ent serv	ice at	nd iob		
	placement functions and	nder general direction, for an assigned area, performs more complex employment service and job accement functions and unemployment insurance benefit entitlement resolutions under provision of										
	Unemployment Insurance	mployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal State statutory provisions, rules, regulations and requirements; determines client Unemployment										
	and State statutory provi	sions, r	ules, regulations and	d require	ement	ts; deter	mines o	client Ur	empl	oyment		
	Insurance and/or Wagne	r-Peys	er related needs and	provide	es rec	ommen	dations	to addre	ess er	nploym	ent and	
	unemployment related is and prepares reports; many	sues; K	oads and extracts da	ita using	g auto	mated s	systems nendati	one Ae	direct	ed trav	els to	
	worksites in the service	akes se deliverv	area to perform ass	ianed d	s and uties.	Utilizes	Spanis	h langu	age to	assist	clients	
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40%	Performs more of	complex	cemployment service	cement	function	is and u	nemp	loymen	l or			
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	Peyser and vvor	regula	Investment legislation in compliance with					nd nonn	nonet	arv bene	efit	
	claims issues, in	terview	lations and requirements. Adjudicates mone wing, investigating, and providing eligibility d				determ	inations	for c	omplex	or	
	unique initial or	continue	ed claims; makes mi	ulti-clain	nant d	lecision	s; inves	tigates,	resea	rches a	nd	
	explains case di	spositio	ons to clients; provide	es writte	n det	erminati	ions; m	eets and	l/or ex	ceeds t	he	
	federally manda	ted qua	lity and timeliness m	etrics a	s defi	ned by t	the U.S	. Depart	ment	of Labo	r	
	Education and T	raining	Administration (ETA perform assigned de	v) nandr	000K. /	As direc	itea, tra h langu	veis to v	vorksi eeiet	clients v	vho	
	request or need			uli c a. U	un269	υμαιτιο	ii iangu	-90 10 a	JU131 1	J., V		
	·	-										
30%	2. Conducts recons	sidered	determinations and	accepts	appe	eals; hea	ars, con	siders a	nd ac	ljudicate	es	
	monetary and no	on-mon	etary issues pertaini	ng to th	e Illino	ois Une	mploym	ent Insu	rance	Act; ex	(plains	
	client rights and	respon	sibilities as they per	ain to b	enetit	prograi	ns. Utili	zes Spa	inisn	anguag	e to	
	assist clients who request or need interpretive services.											
10%	3. Interviews job se	eekers.	taking or updating w	ork hist	ory; a	ssesse	s client	skills an	d refe	rs client	ts to	
	employers for io	b interv	iews and/or to partn	er agen	cies fo	or additi	onal en	าployme	nt sei	vices; s	elects	
	suitable iob ope	nings a	s listed in job order r	ecords	or ava	ailable tl	rough :	automat	ed file	es; provi	des	
	clients with infor	mation	regarding selected j	obs and	i job ir	nterview	ing pro	cedures	; verif	ies and	records	
				ınese a	uties.	Utilizes	lizes Spanish language to assist clien				CHEHIS	
DIRECTOR OF C		MEDIAT	Interpretive services. ATE SUPERVISOR SIGNATURE AGENCY HEAD S			AD SIGNATURE DATE			DATE			
	U meli		The second second		40	uma	3Ch				22/2010	
l <i>(1</i>	27				Thomas Cha					03/	2212019	

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				* .	
16. (CONTINUE	D)	DI ETE OLIDOCALT AND	ACCUPATE OTATEMENT OF POOLETON F	COENTIAL	FUNCTIONS (Occidenced)
% OF TIME			ACCURATE STATEMENT OF POSITION E		
10%	4.	recommendations to referring employe	Unemployment Insurance and/or Wa to address employment and unemplers to representatives from Business mation on available training and edu	oyment res s Service	elated issues, including but not limited s, identifying barriers to employment
05%	5.	pending adjudication cases. Loads and exincluding but not lin (IBIS) and GenTax. inquiries to supervise	extracts data related to job placemer nited to the IL Labor Exchange syste	ess in the nts and/or em, the III rors or de	e completion of pending adjudication r claims using automated systems linois Benefit Information System eficiencies discovered in analysis of
05%	6.	Performs other duti enumerated above.	ies as required or assigned which ar	e reason	ably within the scope of the duties
		115 144555 OF 1141	4501475 011050 (1000 (D		
conducting	g and sigr	IND NUMBER OF IMIV ning performance evalu f this position.)	MEDIATE SUPERVISOR (Responsible for uations; effectively recommending and in	mposing d	isciplinary action and adjusting grievances
				WORKING	G TITLE (IF ANY)
Employment	Security	Field Office Supervi	isor 13600-44-54-102-40-01		
18, CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:		
SUPE		OR LEAD W			
			ponsibilities must be described in a d	detailed d	uty statement(s) with a
tii If a box w	me perce as checke	entage(s) allotted. ed above, list position t	title, position number, and number of sul	bordinate i	incumbents or authorized funded
headcoun	t:				
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
PERFORM ABILITIES	MANCE C S AND LI	OF THE WORK OF TH		ARE NOW	ECESSARY FOR THE SUCCESSFUL SEVERAL OPTIONS OF SKILLS AND PHRASE "SAME AS SPECIFICATION"
Requires kno	wledge, n the so	skill and mental dev	relopment equivalent to the completiences or business/personnel adminis	ion of fou stration ar	r years of college with academic nd one year as a full-time professional

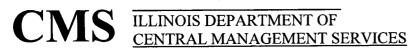
Requires knowledge, skill and mental development equivalent to the completion of four years of college with academic background in the social / behavioral sciences or business/personnel administration and one year as a full-time professional employee with IDES; or five years professional experience in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

1. POSITION TI	TLE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position			COBE	Or HONGODE					
New/Revised Position Employment	Security		29	SS	13667	'-44-54-	103-4	1-31	
Service Reproduction 3. AGENCY	esentative	4. BUREAU/ DIVISION	<u> </u>	l	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								
New/Revised Position		Service Delivery/ Fi	eld Oner	ations	0	016	Y	R	
IL Departmer	nt of Employment Security	11. UNIT	cia Opci		12. TRAN	SACTION	I '	3. EFFECTIV	/E DATE
Existing Position		71. 0			CODE		-	20140	
-								02/16	/2019
New/Revised Position Northern Reg Office	gion/ Arlington Heights Loca	Service Unit III				21 ESTAE 22 EXEM		DE CHANG	E
14. WORK LOCA	ATION	15. BARGAINING/TERM	/ CODE	Rutan Exempt		24 POSIT 26 CLARI		IMBER CH	ANGE
Existing Position					□ мсс	27 ADDIT	IONAL	IDENTICAL	L CHANGE
New/Revised Position						21 ABOLI	SH	REALLOC	
Arlington Hei		RC062		N	☐ MC1	50 LATER	RAL REA	ALLOCATIO ALLOCATION	ON
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	SITION ES	SENTIAL	FUNCTI	ONS		214
40%	and State statutory provisinsurance and/or Wagne unemployment related is and prepares reports; may worksites in the service of who request or need interest or need interest. 1. Performs more of insurance benefit Peyser and World provisions, rules, claims issues, in unique initial or of explains case disfederally mandat Education and Technology service delivery a request or need.	complex employment service tentitlement resolutions un kforce Investment legislation, regulations and requirement terviewing, investigating, are continued claims; makes muspositions to clients; provided quality and timeliness maining Administration (ETA area to perform assigned distinct interpretive services.	d required provides at a using essments signed du e and job der providents. Adjund providulti-claimates written netrics as handbouties. Util	ments; deto s recomme automated and recon ties. Utilize placement sion of Une bliance with dicates mo ing eligibility ant decision determinated defined by bok. As dire izes Spani	ermines of ndations systems systems systems systems from the systems of the syste	client Ur to address; mainta ons. As sh langu ns and u ent Insu I and Stand nonn inations tigates, eets and Depart vels to vage to a	nempless endines a direct age to nemples are standard sta	oyment mployment ctivity re- ted, trav o assist bloymen e, Wagn atutory ary bend omplex arches a xceeds to of Labo ites in the	ent and ecords rels to clients t er- efit or nd the or ne who
30%	monetary and no client rights and	sidered determinations and on-monetary issues pertaini responsibilities as they pert o request or need interpreti	ng to the tain to be	Illinois Un nefit progra	employm	ient Insu	irance	e Act; ex	<plains< td=""></plains<>
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.								
DIRECTOR OF	. 17	MEDIATE SUPERVISOR SIGNAT	TURE A	GENCY HEA			į		DATE
- //	mel forle	1		thom	1 Ju	em	<u>ا</u> بۃ	03/	22/2019
MS-104 (Rev. 10)	194) ILA01-0794 New 429-19	WAK 2 8 2019	,						

					
16. (CONTINUE % OF TIME		DI ETE CUDDENT AND	ACCUIDATE CTATEMENT OF DOCUTION	FOOENTI	AL ELINOTIONS (Continued)
10%	4.	Determines client U recommendations to to referring employe	ACCURATE STATEMENT OF POSITION Inemployment Insurance and/or W o address employment and unempers to representatives from Busines mation on available training and ed	agner-Poloyment SS Services	eyser related needs and provides t related issues, including but not limited ces, identifying barriers to employment
05%	5.	pending adjudicatio cases. Loads and e including but not lim (IBIS) and GenTax. inquiries to supervise	n report in order to maintain timelin extracts data related to job placeme nited to the IL Labor Exchange syst Evaluates and reports computer e	ness in the ents and, tem, the errors or	ws individual caseload activity on the he completion of pending adjudication /or claims using automated systems Illinois Benefit Information System deficiencies discovered in analysis of ssessments and recommendations.
05%	6.	Performs other duti- enumerated above.		re reaso	onably within the scope of the duties
conducting	g and sigr	ND NUMBER OF IMM ning performance evalue f this position.)	EDIATE SUPERVISOR (Responsible lations; effectively recommending and	for assig imposing	ning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORKI	NG TITLE (IF ANY)
Employment	Security	Field Office Supervi	sor 13600-44-54-103-40-41		
18. CHECK TH	IE APPR	OPRIATE BOX IF THIS	S POSITION IS A:		
SUPER	RVISOR	OR 🗌 LEAD W	ORKER		
tis	me perce as checke	entage(s) allotted.	ponsibilities <u>must</u> be described in a itle, position number, and number of s		
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
			·		
PERFORI ABILITIES	MANCE (S AND LI	OF THE WORK OF THE	IS POSITION. NOTE: SINCE THERE	ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND E PHRASE "SAME AS SPECIFICATION"
Requires kno	wledge,	skill and mental dev	relopment equivalent to the comple	tion of fo	our years of college with academic

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

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1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position									
New/Revised Position Employment S Service Repre			29	SS	13667	-44-54-	105-2	1-31	
3. AGENCY	ssenialive	4. BUREAU/ DIVISION	1	<u> </u>	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Sonice Delivery/ F	Service Delivery/ Field Operations				Y	R	
	t of Employment Security	11. UNIT	leid Opei	alions	0 12. TRAN	045 SACTION		3. EFFECTIV	/E DATE
10. SECTION Existing Position		TI. ONII			CODE		_		
Existing Fosition								02/16	/2019
New/Revised Position Northern Regi Center	ion/ Carpentersville Proces	ssing Service Unit I		Distan] □ мсс	21 ESTAE 22 EXEM	PT COD		
14. WORK LOCA	ATION	15. BARGAINING/TERI	M CODE	Rutan Exempt	☑ MC	26 CLARI	FY		
Existing Position						27 ADDIT 28 WORK			
New/Revised Position						21 ABOLI 49 DOWN		REALLOC	ATION
Carpentersvill	e. IL	RC062	2	N	☐ MC1	50 LATER	RAL REA	ALLOCATION	NC
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	DSITION ES	SENTIAL	FUNCT	ONS		
40%	unemployment related is and prepares reports; may worksites in the service of who request or need interest of the service of t	complex employment service to entitlement resolutions un kforce Investment legislation, regulations and requirement terviewing, investigating, a continued claims; makes meaniful and timeliness in the first area to perform assigned distributions interpretive services.	ata using essments signed du der providents. Adjund providulti-claim es writter netrics as handbouties. Uti	automated and recom ties. Utilized o placement sion of Une pliance with dicates mo ing eligibility ant decision determinate defined by bok. As dire lizes Spanis	function function function mploym Federa netary a determ is; investions; m the U.S cted, tra	es; mainta ons. As sh langu ent Insu I and Stand nonnations tigates, eets and Depart vels to vage to a	nemperance ate stanonets for correseate works assist	oloymen bloymen c, Wagn atutory ary ben- omplex arches a kceeds of Labo ites in the	ecords vels to clients t er- efit or nd the or
30%	2. Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services.								
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.								
		MEDIATE SUPERVISOR SIGNA		AGENCY HEA			ŧ		DATE
y a	nel facti	MAR 2 8 2019		br	1 50	in	نح	03/	22/2019
1 104 (Rev 10/ 1 1 1 1 1 1 1 1 1 1	94) 1L 401-0794 (4) 429-19	BY:				, and 100 f			

16. (CONTINUE	D)										
% OF TIME	16. COMPLET				N ESSENTIAL FUNCTIONS (Continued)						
10%	rec to r	ommendations telegring	o address employment	and unemp om Busines	Vagner-Peyser related needs and provides aployment related issues, including but not limite ess Services, identifying barriers to employmen ducation programs.	∌d t					
05%	per cas incl (IBI inq	Establishes and maintains activity records and reports. Reviews individual caseload activity on the sending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.									
05%		rforms other duti umerated above		ned which a	are reasonably within the scope of the duties						
47 - DOOLTO	ATITI E AND	NUMBER OF IMA	AFDIATE SUPERVISOR (Deen encible	o for earlighing and reviewing work, proporing						
conducting		performance evalu			e for assigning and reviewing work, preparing, d imposing disciplinary action and adjusting grievand	es					
					WORKING TITLE (IF ANY)						
Employment	Security Fiel	ld Office Supervi	isor 13600-44-54-105-	20-01							
18. CHECK TH	HE APPROPR	RIATE BOX IF THE	S POSITION IS A:								
☐ SUPEI	RVISOR C	OR LEAD W	VORKER								
NOTE: S	upervisory o	r lead worker res	ponsibilities must be de	scribed in a	a detailed duty statement(s) with a						
tiı	me percentag	ge(s) allotted.	<u> </u>								
If a box was headcoun		oove, list position t	title, position number, and	number of st	subordinate incumbents or authorized funded						
	Position Title	9	Position N	umber	No. of Incumbents or Funded Vacancie	s					
N/A											
PERFORM ABILITIES	MANCE OF TH	HE WORK OF TH SURE OR CERTI	IS POSITION. NOTE: SI	NCE THERE	FICATION NECESSARY FOR THE SUCCESSFUL E ARE NOW SEVERAL OPTIONS OF SKILLS AND ARDS, THE PHRASE "SAME AS SPECIFICATION"						
Requires knot background is employee with or operation. finding of fact with employed payment or necessity.	owledge, skill in the social / th IDES; or fi Requires tho ts, test interpers and client non-payment	l and mental dev / behavioral scie ive years profess orough knowled oretation, and vo is; organize and of claimant ben	nces or business/perso sional experience in per ge of the provisions of t cational counseling tec analyze pertinent inform efits; determine an app	nnel admining sonnel admining the Illinois Uniques. Remartion to proper to proper the worth and the worth administration to propriet	letion of four years of college with academic nistration and one year as a full-time profession ministration, or business ownership manageme Unemployment Insurance Act; interviewing, Requires the ability to effectively communicate provide for the determination of appropriate ork search plan for the client and identification of efit determinations employer job orders and clie	nt f					

work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients.

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER					
Existing Position										
New/Revised Position Employment S			29	SS	13667	-44-54-	107-2	1-31		
Service Repre	esentative	4. BUREAU/ DIVISION	A RUPEAU DIVISION		5. EXMT CODE	5, EXMT 6, WORK 7, A/I		8.AUDIT	9. OFFICE	
Existing Position		4. BORLAGI BIVISION	4. BUNEAU/ DIVISION			COUNTY	AUTH	0.40011	USE	
-	<u> </u>									
New/Revised Position	t of Employment Security_	Service Delivery/ F	ield Oper	ations	0	045	Υ	R		
10. SECTION	And Admin to	11. UNIT			12. TRAN CODE	SACTION	1:	3. EFFECTIV	E DATE	
Existing Position			02/16/2							
New/Revised Position Northern Regi	ion/ North Aurora Local Of	fice Service Unit I	Service Unit I					E CHANG	E	
14 WORK LOCA	TION	15. BARGAINING/TERI	M CODE	Rutan Exempt		24 POSIT 26 CLARI		MBER CH	ANGE	
14. WORK LOCA Existing Position	HON	15. BARGAINING/TERI	VI CODE		MC0	27 ADDIT 28 WORK	IONAL I		L CHANGE SE	
New/Revised Position						21 ABOLI 49 DOWN		REALLOC	ATION	
North Aurora,	IL	RC062	2	. N		50 LATER				
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	OSITION ES	SENTIAL	FUNCT	ONS			
40%	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.									
30%	monetary and no client rights and	sidered determinations and on-monetary issues pertain responsibilities as they per o request or need interpret	ing to the tain to be	Illinois Une nefit progra	mploym	ent Insu	irance	e Act; ex	kplains	
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.									
DIRECTOR OF	CMS/SIGNATURE IM	MEDIATE SUPERVISOR SIGNA		GENCY HEA			ı	[DATE	
1 yan	U facti	The second secon		thomas.	1 10	em	إنت	03/	22/2019	
MŞ-194 (ReW,10/9	94) L 401-0794	MAD 2 0 2010				<u>.</u>				
HO in Man	14-29-19	MAR 2 8 2019								
JUNI MUY	ry locity	E.V.								

16. (CONTINUE	D)	· · · · · · · · · · · · · · · · · · ·									
% OF TIME	16 COM	PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)							
10%	4.	Determines client U recommendations to to referring employed	Inemployment Insurance and/or Water and/or Water and Unemployment and unemp	/agner-Peyser related needs and provides ployment related issues, including but not limited ss Services, identifying barriers to employment							
05%	5. Establishes and maintains activity records and reports. Reviews individual caseload activity on the pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.										
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.										
conducting	g and sigr	ND NUMBER OF IMN ning performance evalu f this position.)	MEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
				WORKING TITLE (IF ANY)							
Employment	Security	Field Office Supervi	isor 13600-44-54-107-20-01								
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:								
SUPE	RVISOR	OR LEAD W	VORKER	•							
tiı	me perce as checke	ntage(s) allotted.	ponsibilities must be described in a title, position number, and number of su	detailed duty statement(s) with a ubordinate incumbents or authorized funded							
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A	7 0010011	. 1	i ostori (tarrisor	THE OF HIGHINGSING OF FUNDOU FUNDATIONS							
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IS POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							

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

1. POSITION TIT		WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE						2. POSITION NUMBER				
Existing Position		""	(1 7 (17)	CODE	OPT	TON CODE						
New/Revised Position Employment S Service Repre			*	29		SS	13667	-44-54-	107-4	1-31		
3. AGENCY		-	4. BUREAU/ DIVISION			5, EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8,AUDIT	9, OFFICE USE		
Existing Position												
New/Revised Position IL Department	of Employment Security		Service Delivery/ Field Operations				0 045 Y			R		
10. SECTION			11. UNIT				12, TRAN CODE	SACTION	13	B. EFFECTIV	E DATE	
Existing Position								02/16/	/2019			
New/Revised Position Northern Regi	on/ North Aurora Local O	ffice	Service Unit II				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE					
14. WORK LOCA	TION		15. BARGAINING/TERM	CODE		Rutan Exempt	⊠ MC0	24 POSIT 26 CLARI 27 ADDIT	FY			
Existing Football							☐ MC0	28 WORK 21 ABOLI	COUNT			
New/Revised Position			50000				☐ MC1	49 DOWN	WARD			
North Aurora,			RC062			N	☐ MC1	50 LATER 58 UPWA	RD REA			
% OF TIME	16. COMPLETE CURREN Under general direction,											
40%	placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.											
30% 10%	monetary and no client rights and assist clients wh	 Conducts reconsidered determinations and accepts appeals; hears, considers and adjudicates monetary and non-monetary issues pertaining to the Illinois Unemployment Insurance Act; explains client rights and responsibilities as they pertain to benefit programs. Utilizes Spanish language to assist clients who request or need interpretive services. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to 										
	employers for jo suitable job ope clients with infor placements. As who request or	b intervinings a mation directer	riaking of updating waviews and/or to partners is listed in job order reparding selected job, travels to perform the terpretive services.	er agend ecords of obs and	cies fo or ava job in	or addition ilable the terviewi	onal em rough a ing prod	iployme automate cedures;	nt ser ed file verifi	vices; se s; provie es and l	elects des records	
DIRECTOR OF C	MS SIGNATURE IM	MEDIAT	E SUPERVISOR SIGNAT						-	D	ATE	
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16. (CONTINUE	:D)			
% OF TIME		IPLETE CURRENT ANI	D ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)
10%	4.	Determines client recommendations to referring employ	Unemployment Insurance and/or W to address employment and unemplyers to representatives from Busine	lagner-Peyser related needs and provides ployment related issues, including but not limited ass Services, identifying barriers to employment
05%		Establishes and m pending adjudicati cases. Loads and including but not li (IBIS) and GenTax inquiries to superv Assists supervisor	ion report in order to maintain timeli extracts data related to job placememited to the IL Labor Exchange system. Evaluates and reports computer exisor or manager; makes service efficin preparation of statistical reports.	s. Reviews individual caseload activity on the ness in the completion of pending adjudication ents and/or claims using automated systems stem, the Illinois Benefit Information System errors or deficiencies discovered in analysis of iciency assessments and recommendations.
conducting	g and sigr	ND NUMBER OF IMP ning performance eval f this position.)	MEDIATE SUPERVISOR (Responsible luations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
		, , <u>, , , , , , , , , , , , , , , , , </u>		WORKING TITLE (IF ANY)
		•	risor 13600-44-54-107-40-01	
18. CHECK TH	HE APPR	OPRIATE BOX IF TH	IS POSITION IS A:	
☐ SUPER	RVISOR	OR 🔲 LEAD V	VORKER	
tir	me perce as checke	ntage(s) allotted.	sponsibilities <u>must</u> be described in a title, position number, and number of se	detailed duty statement(s) with a ubordinate incumbents or authorized funded
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies
N/A				
PERFORM ABILITIES	MANCE C	F THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
background in employee wit or operation. finding of fact	n the soon h IDES; Requirents, test in	cial / behavioral scie or five years profes s thorough knowled terpretation, and vo	ences or business/personnel admini sional experience in personnel adm ge of the provisions of the Illinois U ocational counseling techniques. Ro	ation of four years of college with academic istration and one year as a full-time professional ninistration, or business ownership management nemployment Insurance Act; interviewing, equires the ability to effectively communicate ovide for the determination of appropriate

payment or non-payment of claimant benefits; determine an appropriate work search plan for the client and identification of inappropriate work search efforts; write clearly and concisely to record benefit determinations employer job orders and client work history information and to use a personal computer with related software programs such as word processing and spreadsheets, database management, electronic mail and internet. Requires the ability to travel. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish

speaking clients.

1. POSITION TIT	LE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER						
Existing Position								_			
New/Revised Position Employment S Service Repre			29	SS	13667	-44-55-	108-2	1-31			
3. AGENCY	Jointalive	4. BUREAU/ DIVISION	L		5. EXMT CODE	6. WORK COUNTY	7, A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position											
New/Revised Position		Service Delivery/ Fi	eld Oper	ations	0	072	Y	R			
IL Departmen 10. SECTION	t of Employment Security	11. UNIT			12. TRAN			B. EFFECTIV	/E DATE		
Existing Position		11.000			CODE	·			<u> </u>		
Existing Feetings			02/16/2								
New/Revised Position Northwest Re	gion/ Peoria Local Office	Service Unit I	Service Unit I					E CHANG			
14. WORK LOCA	ATION	15. BARGAINING/TERM	1 CODE	Rutan Exempt	☑ MC0	24 POSIT 26 CLARI	FY				
Existing Position						27 ADDIT 28 WORK			CHANGE		
						21 ABOLI 49 DOWN	SH				
New/Revised Position Peoria, IL		RC062		N	☐ MC1	50 LATER	RAL REA	LLOCATION	NC		
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME	NT OF PO	SITION ESS	ENTIAL	FUNCTI	ONS	ALLOCATIO	J14		
40%	placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.										
30%	monetary and no client rights and	sidered determinations and on-monetary issues pertaini responsibilities as they per o request or need interpreti	ng to the tain to be	Illinois Une enefit progra	mploym	ent Insu	irance	e Act; ex	xplains		
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.										
DIRECTOR OF	CMS SIGNATURE IM	MEDIATE SUPERVISOR SIGNAT		AGENCY HEAD				'	DATE		
	and orde			thoma	- Fe	em	نت	03/	22/2019		
MS-104 (Rev. 10)	94) IL(4)01-0784	MAR 2 8 2019									
this May	1 429-19	MAN 2 8 2019	,								

46 (CONTINUE	D\											
16. (CONTINUE % OF TIME		PLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)								
10%		Determines client L recommendations t to referring employe	Inemployment Insurance and/or Water and/or Water and Unemployment and unemp	agner-Peyser related needs and provides loyment related issues, including but not limited as Services, identifying barriers to employment								
05%	pending adjudication report in order to maintain timeliness in the completion of pending adjudication cases. Loads and extracts data related to job placements and/or claims using automated systems including but not limited to the IL Labor Exchange system, the Illinois Benefit Information System (IBIS) and GenTax. Evaluates and reports computer errors or deficiencies discovered in analysis of inquiries to supervisor or manager; makes service efficiency assessments and recommendations. Assists supervisor in preparation of statistical reports.											
05%	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.											
conducting	and sign			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
				WORKING TITLE (IF ANY)								
Employment	Security	Field Office Supervi	isor 13600-44-55-108-20-01									
18. CHECK TH	E APPR	OPRIATE BOX IF THE	S POSITION IS A:									
SUPER	RVISOR	OR LEAD W	/ORKER									
NOTE: S	uperviso	ry or lead worker res ntage(s) allotted.	ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a								
	as checke		itle, position number, and number of su	bordinate incumbents or authorized funded								
	Position	Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A												
PERFORM	MANCE O AND LIC	F THE WORK OF THI CENSURE OR CERTI	IS POSITION. NOTE: SINCE THERE .	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"								
				ion of four years of college with academic								

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



1. POSITION TIT	TLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER		
Existing Position									
New/Revised Position Employment S	<u> </u>		29	SS	13667	'-44-56-	107-2	1-31	
Service Repre	esentative	4. BUREAU/ DIVISION	4. BUREAU/ DIVISION			6, WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position									
New/Revised Position		Service Delivery/ Fi	aid Oper	ations	0	001	Υ	R	
	t of Employment Security	11. UNIT	eid Oper	2110115		SACTION	i	3. EFFECTIV	/E DATE
10. SECTION Existing Position		TI. UNIT			CODE		_		
Existing Position					i i			02/16	/2019
New/Revised Position	gion/ Quincy Local Office	Service Unit I				21 ESTAE		E CHANG	E
		(- DAROANINOTERI		Rutan Exempt	☐ MC	24 POSIT	ION NU		
14. WORK LOCA Existing Position	ATION	15. BARGAINING/TERM	CODE	Exempt	☐ MC		IONAL		L CHANGE
						128 WORK 121 ABOLI		TY CHANG	÷Ε
New/Revised Position		DOGG		N	☐ MC1	49 DOWN	WARD		
Quincy, IL		RC062			☐ MC1	58 UPWA	ARD REA		
% OF TIME	16. COMPLETE CURRENT	AND ACCURATE STATEME for an assigned area, perfo	NT OF PO	SITION ESS	ENTIAL	FUNCT	IONS	nd ich	
40%	Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; determines client Unemployment Insurance and/or Wagner-Peyser related needs and provides recommendations to address employment and unemployment related issues; loads and extracts data using automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Performs more complex employment service and job placement functions and unemployment insurance benefit entitlement resolutions under provision of Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements. Adjudicates monetary and nonmonetary benefit claims issues, interviewing, investigating, and providing eligibility determinations for complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case dispositions to clients; provides written determinations; meets and/or exceeds the federally mandated quality and timeliness metrics as defined by the U.S. Department of Labor Education and Training Administration (ETA) handbook. As directed, travels to worksites in the service delivery area to perform assigned duties. Utilizes Spanish language to assist clients who request or need interpretive services.								
30%	monetary and no client rights and assist clients wh	sidered determinations and on-monetary issues pertaini responsibilities as they per on request or need interpreti	ng to the tain to be ve servic	Illinois Une nefit progra es.	mployn ms. Util	izes Sp	urance anish	e Act; e: languaç	xpiains ge to
10%	3. Interviews job seekers, taking or updating work history; assesses client skills and refers clients to employers for job interviews and/or to partner agencies for additional employment services; selects suitable job openings as listed in job order records or available through automated files; provides clients with information regarding selected jobs and job interviewing procedures; verifies and records placements. As directed, travels to perform these duties. Utilizes Spanish language to assist clients who request or need interpretive services.								
DIRECTOR OF	11 . / /	IMEDIATE SUPERVISOR SIGNAT			NCY HEAD SIGNATURE Nomas-Chan				DATE
	fand fande			bre	1 Ju	rm	نتر	03/	/22/2019
CMS-104 (Rev. 10)	104) IL (401-07947 15 HZ9-17	MAR 2 8 2019 Ly:							

16. (CONTINUE	D)				
% OF TIME	16. COM		ACCURATE STATEMENT OF POSITIO		
10%	4.	recommendations to referring employ	to address employment and uner	mploymer ness Serv	Peyser related needs and provides nt related issues, including but not limited ices, identifying barriers to employment programs.
05%	5.	pending adjudication cases. Loads and exinct including but not limit (IBIS) and GenTax inquiries to supervi	on report in order to maintain time extracts data related to job placer mited to the IL Labor Exchange sy c. Evaluates and reports compute	eliness in ments and ystem, the r errors o efficiency	ews individual caseload activity on the the completion of pending adjudication d/or claims using automated systems e Illinois Benefit Information System r deficiencies discovered in analysis of assessments and recommendations.
05%		enumerated above			sonably within the scope of the duties
conducting	g and sign	AND NUMBER OF IMN ning performance evalutions of this position.)	MEDIATE SUPERVISOR (Responsibus) uations; effectively recommending ar	le for assignd imposin	gning and reviewing work, preparing, g disciplinary action and adjusting grievances
				WORK	(ING TITLE (IF ANY)
		•	risor 13600-44-56-107-20-01		
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	IS POSITION IS A:		
☐ SUPE	RVISOR	OR LEAD W	VORKER		
tiı	ne perc e as checke	entage(s) allotted.	ponsibilities <u>must</u> be described in title, position number, and number of		
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies
N/A					
					
PERFORM ABILITIES	MANCE C S AND LI	OF THE WORK OF TH	IS POSITION. NOTE: SINCE THER	RE ARE NO	NECESSARY FOR THE SUCCESSFUL DW SEVERAL OPTIONS OF SKILLS AND IE PHRASE "SAME AS SPECIFICATION"
Requires kno	wledge,	skill and mental dev	velopment equivalent to the comp	letion of t	our years of college with academic

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

1. POSITION TITE	N TITLE WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMB							MBER	R			
Existing Position			· · · · · · · · · · · · · · · · · · ·	CODE	OF HON CODE	2. POSITION NOWIBER						
New/Revised Position	·			29	SS	13671-44-40-220-30-31						
	Security Specialist 1		4. BUREAU/ DIVISION	29	33	5, EXMT	6. WORK	22U-3	1	9. OFFICE		
3. AGENCY Existing Position			4. BUREAU/ DIVISION			CODE	COUNTY	AUTH	8.AUDIT	USE		
									1 .			
New/Revised Position IL Department	of Employment Secur	itv	Business Services				010	Y	R			
10. SECTION			11. UNIT			12. TRAN CODE	SACTION	1	3. EFFECTIV	E DATE		
Existing Position	***************************************								02/16	/2019		
New/Revised Position			Migrant and Seasonal	Farm Wo	orker							
Intra-Agency C	Coordination		(MSFW) Program			☐ MC	21 ESTAE 22 EXEM	PT COD				
14. WORK LOCA	TION		15. BARGAINING/TERM C	ODE	Rutan Exempt)24 POSIT)26 CLARI		MBER CHA	ANGE		
Existing Position						☐ MC	27 ADDIT	IONAL				
						. MD0	21 ABOLI	SH				
New/Revised Position			RC062		N		49 DOWN 50 LATER	AL REA	ALLOCATIO	N		
Champaign, IL % OF TIME		FNT AN	<u> </u> ID ACCURATE STAT <u>E</u> ME	NT OF PO	SITION ESS		58 UPWA		ALLOCATIO	ON		
			provides information and						aconal	Farm		
·	Worker (MSFW) prog Agricultural Workers conduct frequent field contract compliance.	ram, H (H-2B) I visits Provid	I-2A Temporary Agricult program for the Illinois I to working and living are es assistance and guida	ural Work Departme eas to offe ince to co	ers (H-2A) ent of Emplo er and verify emmunity ar	orogran yment s employ d State	n and H- Security yment se agencie	2B Te (IDES ervice es. Er	emporar 6). Trave s and jo ters job	y Non- els to b 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.							e)				
25%	program, H-2 Agricultural V pertaining to other interest H-2A and H-2 to temporary	A Tem Vorkers MSFW ed part 2B prog worker	n and guidance concern porary Agricultural Worl s (H-2B) program for IDE f, H-2A and H-2B progra ties. Provides informatio gram services and resours, including but not limit lients who request or no	kers (H-2/ ES. Explains to emon and assurces and ed to food	A) program ins rules, re ployers, em sistance to rother state d stamps ar	and H-2 gulation ployees notify in and/or id Medi	2B Tempos, policions, policions, commo dividuals federal a	orary es an unity s of av	Non- d proce groups vailable ance av	dures and MSFW, ailable		
20%	workers and compliance; of federal guide	other n conduc lines. (requent field visits to wo nigrant workers to offer a ts random field checks a Coordinates and execute equest or need interpreti	and verify and housi as field-wo	employment ng inspection ork screening	nt servions in a	ces and dherenc	job co e to r	ontract elated s	tate and		
15%	2B programs inquiries via e of state and f	by exp email, i ederal	e and guidance to commolaining program rules, ron person, by phone and guidelines related to the lients who request or ne	egulations /or during MSFW,	s, policies a field visits. H-2A and H	nd prod Review -2B pro	edures. s and p	Resp rovide	onds to es interp	retation		
complaints from em			ssing, spreadsheet and ports, including but not ployers, employees and endations for program i	limited to other into	reports of c erested part	utreach ies. Pre	n activitie pares re	es, an eports	d logs from fir			
DIRECTOR ORC	MS S IG NATURE		IATE SUPERVISOR SIGNAT		GENCY HEAD					ATE .		
3 . 3 9 110	4 1 / .											
4	ivel facti				~\~#	هر سام	May	•	02/2	2/2019		

4C (CONTINUE	D)									
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)							
10%	5. Using the Illinois La Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to	abor Exchange system, enters job or orker (MSFW), H-2A Temporary Ag orkers (H-2B) programs; maintains ports. Provides information and ref	orders and services relevant to Migrant and ricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to errals for services related to MSFW, H-2A and groups and other interested parties. Utilizes							
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%	enumerated above		re reasonably within the scope of the duties							
conducting	TITLE AND NUMBER OF IMN and signing performance evalumbent of this position.)	SEDIATE SUPERVISOR (Responsible uations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances							
			WORKING TITLE (IF ANY)							
PSA 37015-	44-40-220-00-31									
SUPER	upervisory or lead worker res ne percentage(s) allotted. as checked above, list position t	/ORKER ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a abordinate incumbents or authorized funded							
	Position Title	Position Number	No. of Incumbents or Funded Vacancies							
N/A										
PERFORM ABILITIES	IANCE OF THE WORK OF TH	S POSITION. NOTE: SINCE THERE	CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"							

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 TIT	LE		l w	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POS	ITION NU	MBER				
Existing Position]										
New/Revised Position	Socurity (Specialist 1			29	SS	13671	-44-40-2	220-4	0-31			
Employment S 3. AGENCY	security	Specialist i	L	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE		
Existing Position							CODE	041	AOTH		05/16/2019 -		
New/Revised Position				Business Services	 		0		Y	R	update to county		
IL Department	t of Emp	loyment Secur	ity	11. UNIT				082 SACTION	<u></u>		/E DATE		
Existing Position				TT. UNIT			12. TRANSACTION 13. EFFECTIVE DATE CODE						
								02/16	/2019				
New/Revised Position Intra-Agency (Coordina	ation		Migrant and Seasonal Farm Worker (MSFW) Program				☐ MA021 ESTABLISH☐ MC022 EXEMPT CODE CHANGE					
i 14. WORK LOCA	TION			15. BARGAINING/TERM CO)DE	Rutan Exempt	□ мсо	24 POSIT 26 CLARI	ION NU				
Existing Position	11011			10. B/ INO/ INTINO/ PENIN OC	<u> </u>	,	□ мсо	27 ADDIT	IONAL		CHANGE		
								28 WORK	SH				
New/Revised Position Mount Vernon	li l	Belleville, IL		RC062		N	☐ MC1	49 DOWN 50 LATER	RAL REA	ALLOCATIO	ON		
% OF TIME	•	MPLETE CURRI	ENT AN	<u> </u> D ACCURATE STATEME	NT OF PO	L DSITION ESS		58 UPWA FUNCTI		ALLOCATIO	ON		
70 01 11012				provides information and						aconal	Farm		
				-2A Temporary Agricultu									
				program for the Illinois D									
				to working and living are									
				es assistance and guidal mation and referrals for s									
				arious reports; maintains									
	reports	. Attends comr	munity	and hiring events. Make	s recomi	mendations	for prog	ram imp	rover	ments to)		
	statewi service		vocate.	Utilizes Spanish langua	ige to as	sist clients v	vho requ	uest or r	eed i	nterpret	ive		
25%	4	Drovidos info	rmotion	n and guidance concerni	na tha N	ligrant and C	`aaaana	J Form \	Morke	or (MCE)	147		
25%	1.			porary Agricultural Work							vv)		
		Agricultural W	Vorkers	(H-2B) program for IDE	S. Expla	ins rules, re	gulatior	ıs, polici	es an	d proce			
				, H-2A and H-2B program									
				ies. Provides information gram services and resou									
		to temporary	worker	s, including but not limite	ed to foo	d stamps ar	d Medic						
		language to a	assist c	lients who request or ne	ed interp	retive service	es.						
20%	2.	Travels to co	nduct fi	requent field visits to wo	rking and	d living area	s of farn	n worke	rs and	d/or agri	cultural		
2070				nigrant workers to offer a							ouna, ai		
				ts random field checks a									
				Coordinates and execute equest or need interpretive			igs. Utili	zes Spa	ınısh	languag	je to		
		assist CIETILS	WIIO IE	quest of fieed iliterpretiv	re servic	cs.							
15%	3.			and guidance to commi	•	_	_	_		•			
				laining program rules, re									
-				n person, by phone and/ guidelines related to the									
				lients who request or ne				gramo.	JC	о оран			
4504	_			·									
15%	4.			ssing, spreadsheet and operions, including but not I									
				ployers, employees and							ndinas		
		and makes re	comm	endations for program in	nprovem	ents to state	wide M	onitor A		ate.			
DIRECTOR OF C	MS SIGNA		IMMED	IATE SUPERVISOR SIGNATI	JRE A	GENCY HEAD	SIGNAT	URE			ATE		
<i>[["</i>	The state of the s	27		MAD 2 6 2019		<-\\/	کے ہیم	May	•	02/2	22/2019		
CMS 104 (Rev 10/	947 IL 401	0794		MAN EU EUIE	L/								
Ma I was	w D	1611											

16. (CONTINUE	D)										
% OF TIME		ACCURATE STATEMENT OF POSITION	ESSENTIAL FUNCTIONS (Continued)								
10%	Seasonal Farm Wo Non-Agricultural W organize related re H-2B programs to e	orker (MSFW), H-2A Temporary Ag orkers (H-2B) programs; maintains ports. Provides information and ref	orders and services relevant to Migrant and ricultural Workers (H-2A) and H-2B Temporary and monitors related files; develops systems to errals for services related to MSFW, H-2A and groups and other interested parties. Utilizes and interpretive services.								
10%	programs, including Department of Emp	g but not limited to employer orienta bloyment Security (IDES) employm services. Utilizes Spanish languag	nts eligible for MSFW, H-2A and H-2B ations. Provides information to promote Illinois ent related services and unemployment e to assist clients who request or need								
05%	enumerated above.										
17. POSITION	TITLE AND NUMBER OF IMM	MEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,								
conducting			imposing disciplinary action and adjusting grievances								
			WORKING TITLE (IF ANY)								
PSA 37015-	-44-40-220-00-31										
18. CHECK TH	IE APPROPRIATE BOX IF THE	S POSITION IS A:									
	upervisory or lead worker res	/ORKER ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a								
		itle, position number, and number of su	ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
			<u> </u>								
		· · · · · · · · · · · · · · · · · · ·									
19. SPECIALI	ZED KNOWLEDGES, SKILLS,	ABILITIES, LICENSURE OR CERTIFIC	CATION NECESSARY FOR THE SUCCESSFUL								
			ARE NOW SEVERAL OPTIONS OF SKILLS AND								

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.

CAN NO LONGER BE USED.

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITL	.E	111/2111	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE OPTION CODE 2. POSITION NUMBER											
Existing Position				CODE	07110	- CODE	13673	-44-41-2	200-10	0-31				
New/Revised Position				20		s	13673-44-40-220-10-31							
Employment S	ecurity S	Specialist 3	4. BUREAU/ DIVISION	29		3	5. EXMT	6. WORK	7. A/I	8.AUDIT	9. OFFICE			
3. AGENCY Existing Position				1			CODE	COUNTY	AUTH	8.AUDII	09-01-15 -			
			Business Services/ Employer Outreach			cn					Update to supervisor			
New/Revised Position IL Department	of Emplo	oyment Security	Business Services		0	016	Y	R	position					
10. SECTION			11. UNIT				12. TRANSACTION 13. EFFECTIVE DATE CODE							
Existing Position								12/16/2014						
MSFW Progra New/Revised Position	.[1]		Migrant and Seasonal F	arm Wo	orker									
Intra-Agency (Coordinat	tion	(MSFW) Program	•			☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE							
14. WORK LOCA	TION		15. BARGAINING/TERM CO	DE		Rutan Exempt		24 POSIT 26 CLARI	FY					
Existing Position	11014		10. 5. 11. 12. 13. 13. 13. 13. 13. 13. 13. 13. 13. 13					27 ADDIT 28 WORK			L CHANGE			
No. 79 Control							☐ MD0	21 ABOLI	SH					
New/Revised Position			RC062			N	☐ MC1	49 DOWN 50 LATER	RAL REA	LLOCAT	ION			
Chicago, IL % OF TIME	16 COM	L 16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESS							RD REA	LLOCAT	ION			
30%	indeper membe Founda Busines City and question services	Under general direction, independently performs professional functions in the Migrant Seasonal Farm Worker (MSFW) Program and other relevant Wagner-Peyser or Business Services programs; plans, evaluates and independently participates in program operations, designs and format; coordinates MSFW program with members of the Mayor's office of Employment and Training, Chicago Board of Education, SAFER Foundation, other employment training agencies, Cook County Development Board, Chicago Alliance of Business and IDES regional and local offices; provides technical assistance to IDES staff, Federal, State, City and County officials, employers, attorneys, accountants, consultants and other interested parties having questions or problems regarding MSFW and other Wagner-Peyser or Business Services programs and services. Provides interpretative services for Spanish speaking clients. 1. Independently performs advanced professional functions through evaluation and assessment of IDES statewide Migrant Seasonal Farm Worker program in accordance with established agency procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program.												
15%	staff in servicing their employers or representatives; recommends methods on determining job applicant needs and provides counseling to resolve problems. Serves as final reviewer of job orders, job applications, certification requests for tax credits and petitions. Issue tax credit determinations/ denials or requests for additional information, petition findings shall be forwarded to the certification officer for decision. Establishes and maintains automated tracking systems. **CTOR OF CMS SIGNATURE** IMMEDIATE SUPERVISOR SIGNATURE** AGENCY HEAD SIGNATURE** DATE**													
Semore Replex							1/	10		12	/09/2014 -			
CMS-104 (Rev. 10	1/94NL 401	July 12/20/	nL		9			DEC 1	7 201	_ <u>/</u> 1				

16. (CONTINUE	D)										
% OF TIME		ACCURATE STATEMENT OF POSITION E	SSENTIA	L FUNCTIONS (Continued)							
15%	to employers regard develops contacts v Employment Securi	ding the planning and implementation with businesses to promote the ben	on of wo efits of li x federal	sting jobs with the Department of Immigration and naturalization (JSCIS)							
10%	use in handling and Serve as technical	I reviewing of job orders, job applica	ations ar the prep	developing procedures for statewide and certification requests for tax credits. Daration of responses to external audit action has taken place.							
10%		preparing applications. Assist in co		grams to participants; register enrollees genecessary orientation sessions for							
05%	7. Provides other dutic enumerated above.		re reaso	nably within the scope of the duties							
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)										
Executive 2	Executive 2-13852-44-40-220-00-31 PSA, Opt S1 37015-44-40-220-00-31										
18. CHECK T	HE APPROPRIATE BOX IF THI	S POSITION IS A:									
SUPE	RVISOR OR LEAD V	VORKER									
	_	sponsibilities <u>must</u> be described in a	halietah	duty etatement(e) with a							
ti	ime percentage(s) allotted.										
If a box w headcour		title, position number, and number of su	ubordinat	e incumbents or authorized funded							
	Position Title	Position Number	Т	No. of Incumbents or Funded Vacancies							
N/A											
PERFOR ABILITIE CAN NO	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 kn	owledge, skill and mental de	velopment equivalent to four years	college v	with major courses in the Social							
IDES progra	id two years professional exp	perience in program research evalua s. Requires working knowledge of I	auon or (Federal :	design. Requires extensive knowledge of and State laws, rules and regulations							
impacting or	n IDES programs. Requires	extensive knowledge of program(s)	researc	h techniques and design of operational							
systems; ag	ency programs, service goal	s and ES activities. Requires the al	bility to e	establish cooperative working							
		g operational reviews of IDES/ES I en form and must be able to use a p		(s) activities. Must have the ability to							
programs in	le effectively in oral and writt cluding word processing, spr	eadsheets, database management	and elec	ctronic mail. Requires the ability to							
programs including word processing, spreadsheets, database management and electronic mail. Requires the ability to speak Spanish at a colloquial level. Requires ability to travel.											



1. POSITION TITI	LE	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE 2. POSITION NUMBER											
Existing Position					13673	-44-51-	102-1	0-31					
New/Revised Position ES Specialist	3		29	SS	13673	-44-51-	107-1	0-31					
3. AGENCY	<u> </u>	4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE				
Existing Position		Service Delivery/ Employment Services F	Program										
New/Revised Position IL Department	of Employment Security	Service Delivery/ Field	Ōperatio	ons	0	016	Υ	R	- 11				
10. SECTION		11. UNIT	11. UNIT					12. TRANSACTION 13. EFFECTIVE DAT CODE					
Existing Position Chicago Region New/Revised Position	on / 71st Street Local Office							11/16	/2018				
	on / Pilsen Local Office		Rutan					☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE ☑ MC024 POSITION NUMBER CHANGE					
14. WORK LOCA	TION	15. BARGAINING/TERM CO	DE	Exempt	☑ MC026 CLARIFY								
Existing Position					☐ MC027 ADDITIONAL IDENTICAL CHANGE ☐ MC028 WORK COUNTY CHANGE								
New/Revised Position					☐ MC1	21 ABOLI 49 DOWN	WARD						
Chicago, IL		RC062		N		50 LATER 58 UPWA							
% OF TIME	16. COMPLETE CURRENT / Under general direction, inc				ENTIAL	FUNCTI	ONS						
25%	for the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and implements programs to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, Reemployment Services and Eligibility Assessment Program (RESEA) and Older Workers; collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, to ensure IDES is delivering employment services in compliance with federal and state regulations, agency procedures and municipal regulations. Implements and recommends guidelines and procedures to establish and maintain relationships with employers and market agency services and programs; identifies positions suitable for all job seeker populations; conducts quality control checks and matches employment opportunities with qualified job seekers. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services. Registers job seekers in the IL Labor Exchange System (IJL). Conducts training needs assessments to implement training modules, webinars, in-person seminars and workshops related to delivery of employment services; develops training content. Utilizes Spanish language to assist clients who request or need interpretive services. 1. Independently performs advanced professional functions for the Wagner-Peyser Program of the Illinois Department of Employment Security (IDES). Recommends guidelines and procedures and municipal regulations to address the employment service needs of job seeker populations, including but not limited to Hire-the-Future, Re-entry/Returning Citizens, RESEA and Older Workers. Collects and analyzes data on job seekers, including but not limited to youth, older workers and returning citizens, obtained from the Illinois Labor												
2. Conducts a variety of training workshops for employers, job seekers and agency staff engage delivering employment services. Confers with management to conduct training needs assess develop and implement training modules, webinars, in-person seminars and workshops related delivery of employment services. Organizes and develops training content using PowerPoint, Word and other software; determines best instructional methods. Develops and/or identifies instructional materials; prepares and/or adapts lesson plans and job aids; selects or prepares aids and equipment. Measures overall effectiveness of training programs; identifies needs an recommends corrective action and conducts follow-up studies to review and evaluate training Travels to perform these duties. DIRECTOR OF CINSCIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE								essmen elated to int, Microson es relat ares aud and ning resi	ts to the rosoft ed lio-visual				
I I'm	27	NECEIVE	1	10/	Ken I	Ma	m		28/2019				
CMS-164 (Rev. 10/94	U	MAR 0 6 2019			O Q	7		-					

16. (CONTINUE											
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I									
15%	employers and mark benefits of collabora advice and guidance	tet agency services and programs to ting with the Illinois Department of Er e on methods to secure employment	to establish and maintain relationships with educate employers and job seekers on the mployment Security (IDES) for services. Provides for job seekers, including but not limited to youth, ning and implementing workforce recruitment								
15%	not limited to youth, based Illinois Labor available suitable en identifies opportuniti entering job orders i	nent opportunities to identify positions suitable for all job seeker populations, including but th, older workers and returning citizens. Enters job order specifications using the internet-or Exchange system (IJL); conducts quality control checks and matches job seekers with employment opportunities; screens applicants and coordinates employer interviews; nities for participants of ES programs. Resolves day-to-day issues associated with is into IJL; monitors job orders to ensure job seekers are provided consistent and formation. Utilizes Spanish language to assist clients who request or need interpretive									
15%	5. Travels to various locations throughout assigned area to conduct outreach duties, including but not limited to correctional facilities, educational institutions, local chambers, community and faith-based organizations, and community/state fairs to facilitate program services; explains Wagner-Peyser programs to agency staff, partner agencies, administrators, employers and job seekers, including but not limited to youth, older workers, and returning citizens. Registers job seekers in IJL; provides applicants with materials on available training and educational programs and makes referrals based on agency guidelines to assist in building workforce development skills. Utilizes Spanish language to assist clients who request or need interpretive services.										
05%			s and regulations related to Wagner-Peyser essions, seminars and conferences to keep job								
05%	 Provides other dutie enumerated above. 	s as required or assigned which are	reasonably within the scope of the duties								
conducting			for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances								
			WORKING TITLE (IF ANY)								
	31 37015-44-51-107-00-31		Local Office Manager								
18. CHECK TH	IE APPROPRIATE BOX IF THI	S POSITION IS A:									
☐ SUPE	RVISOR OR LEADW	VORKER									
		ponsibilities <u>must</u> be described in a	detailed duty statement(s) with a								
		title, position number, and number of s	ubordinate incumbents or authorized funded								
	Position Title	Position Number	No. of Incumbents or Funded Vacancies								
N/A											
			CATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND								

ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Requires knowledge, skill and mental development equivalent to four years of college with major courses in the Social Sciences and two years of professional experience in program research evaluation or design; or the equivalent to six years of related work experience and four years of progressively responsible professional experience in program research, evaluation or design; prefers experience in training and/or outreach. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and Wagner-Peyser activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/Wagner-Peyser Program(s) activities. Requires the ability to communicate effectively both orally and in written form to agency staff, representatives from other governmental agencies, civic organizations and the general public; use a personal computer with related software programs. Requires the ability to travel and possession of a valid driver's license. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in conjunction with Spanish speaking clients.

Special Skills: Requires one year of professional experience working directly with youth, returning citizens and older workers. Requires one year of professional experience in public speaking and/or conducting classroom training. Requires extensive knowledge of the Illinois Labor Exchange System, Microsoft Word and PowerPoint.

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TIT			1//	WORKING TITLE (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE 2. POSITION NUMBER									
Existing Position			**	J. dano III EE (II		CODE	OPT	ION CODE		-44-54- 2		0-01	
New/Revised Position						29	·	SS	13673	-44-54-2	220-1	0-31	
Employment S 3. AGENCY	Security S	Specialist 3		4. BUREAU/ DIVI	SION		<u> </u>		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE
Existing Position				1. 50112.101.511					CODE	CODIVI	AOTH		2/16/19 - update to
New/Revised Position										0.45		_	Work
	t of Empl	loyment Secur	ity	Service Delivery/ Field Operations					0	045	Y	R 3. EFFECTIV	Location
10. SECTION				11. UNIT					12. TRAN CODE				
Existing Position									10/01/2016				
New/Revised Position Northern Regi	on			Employment Services				☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE					
14 MORK LOCA	TION			15. BARGAINING	TERM CO	DF		Rutan Exempt		24 POSITI 26 CLARII		MBER CH	ANGE
14. WORK LOCA Existing Position				10. BAICAINIVE	NI LICINI CO	<u> </u>			□ мсо		ONAL		L CHANGE
Aurora, IL									☐ MD0	21 ABOLIS	SH		
New/Revised Position	None	h A II			RC062			N	□ MC1	49 DOWN 50 LATER	AL REA	ALLOCATION	NC
Aurora, 1L		h Aurora, IL	ENIT AN			NT OF PO) SITI	ON ESS	□ MC1 FNTIAI	58 UPWA	RD REA	ALLOCATION	ON
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS											
	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.									d grams; 5. d orce s with Provides			
25%	1.	an assigned r implementation guidelines an introduce, an	egion. on and d prog d integ	orms advanced Initiates, plans, provision of En prams developed prate procedural s and agency go	, develops nploymen d by coop innovatio	s and or it Servic erating	ganiz e Pro public	es guid grams; and pi	lelines a analyze rivate oi	and proc es Fedei ganizati	edure al Re ons t	es for the gulation o adapt	e ns and ,
20%	2.	modules, web skills and atti- requirements to effect oper results. Meas corrective act	oinars tudes f , facilit ational ures o tion.	t or other related and/or in persor for optimum ach ates formulation I improvements. overall effectiver	n seminar nievement n and inst . Conduct ness of tra	rs for in- t of regional callation cs followaining pr	house onal co of sta -up stograr	e staff o bjective iff deve tudies t ms; ider	developi es; direct lopmen o reviev ntifies n	ment pro cts vario t, organi v and ev eeds and	ogram us pro zation aluat d reco	ns to impogram In and ut In are training In moment	prove tilization ng ds
15%	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 a area employers. Travels to worksites to perform these duties.								epts lizing				
DIRECTOR OF C	I MS ŞIĞN	ATURĘ ,	IMMED	DIATE SUPERVISO	RSIGNATI	JFEE /	GEN	CY HEAD	SIGNAT	URE			DATE
	1. 1.	14/1 39		£106 a	A WAL	×	$\overline{}$	_\16	A m	May	<u>ا</u>	12/2	22/2016
dM\$ 104 (Flex. 19	794) IL 401 0/0/XA	#1/0/17		INEU	ECE					7			

16. (CONTINUE	D)							5		
% OF TIME		CURRENT AND	ACCURATE STATE	MENT OF POSITION	IESSENTI	AL FUNCTIO	NS (Contin	nued)		
15%	regai of en Illinoi avail empl verify	rding the plant oployers to ide is Labor Excha able jobs, utiliz oyer interview	ning and implementify positions su ange system; con zing the Spanish s. Accesses Illina a, employment si	ness Services Ou entation of workfor uitable for participa nducts quality revi language when n ois Benefit Informa tatus and wage re	rce recru ants. Pro lews on j ecessary ation Sys	uitment prod ocesses job ob orders; y; screens a stem (IBIS)	cedures. order sp matches applicant and rela	Reviews of the control of the contro	operations as using the ers with ordinates eations to	
10%	corre	ctive action fo	r areas of weakn	e regional monitor ness found in the L tions on findings to	_ocal Off	ices of assi	gned reg	gion. Utiliz		
05%	impro resou	ove field visitin urces. Markets	ng program in ord s and promotes t	nd procedures to offer to increase em he benefits of listing age when necess	iployer u ng jobs v	tilization of	Employr	ment Serv	ice	
05%	 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%		orms other dut nerated above		r assigned which	are reas	onably with	in the so	cope of the	duties [°]	
conducting		rformance eval		/ISOR (Responsible recommending and						
					WORK	ING TITLE (F ANY)			
•	37015-44-54-2				Northe	rn Region I	ES Prog	ram Mana	ger	
18. CHECK TH	IE APPROPRIA	TE BOX IF THI	S POSITION IS A							
	RVISOR OR	☐ LEAD W	VORKER							
tir	ne percentage((s) allotted.	-	<u>st</u> be described in a		•	, ,			
If a box wa headcount		/e, list position t	title, position numb	er, and number of s	subordina	te incumben	ts or auth	orized fund	ed	
	Position Title		Pos	sition Number		No. of Inc	cumbents	or Funded	Vacancies	
N/A								*		
40 0050(4)	750 (4)004// 55	2050 01411.5	ADULTIES LISS	IOLIDE OF OFFI	1047:0::	NECECC			-00EUP	
PERFORM ABILITIES	MANCE OF THE	WORK OF TH	IS POSITION. NO	ISURE OR CERTIF DTE: SINCE THERE IFIED ON STANDA	ARE NO	W SEVERA	L OPTIO	NS OF SK	ILLS AND	

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).

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TIT	LE		W	ORKING TI	TLE (IF ANY)	E (IF ANY) BILINGUAL POSITION TITLE 2. POSITION NUMBER OPTION CODE								
Existing Position						-		-						
New/Revised Position						29		SS	13851	-44-40-3	301-2	2-01		
Executive 1 3. AGENCY			J	4. BUREA	U/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position				-										
New/Revised Position				Pusinos	s Services				0	016	N	R		
IL Dept. of Em	ployment	Security		11. UNIT	S Services				12. TRAN			B. EFFECTIV	'E DATE	
TU. SECTION Existing Position				11. UNII					CODE		+			
2,0019												08/16	/2017	
New/Revised Position		_		Unit 2					☐ MA021 ESTABLISH					
Labor Exchan	ge Syster	<u>n</u>		011112				Rutan	☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
14. WORK LOCA	TION			15. <u>BARG</u>	AINING/TERM	CODE		Exempt	☑ MC0	26 CLARII	FΥ			
Existing Position									☐ MC0	27 ADDIT 28 WORK	COUNT			
New/Revised Position				<u>. </u>			-	☐ MC1	21 ABOLI: 49 DOWN	WARD				
Chicago, IL	cago, IL							N	☐ MC1	50 LATER 58 UPWA	RD REA			
% OF TIME	16. COM	PLETE CURR	ENT AN	D ACCUR	ATE STATEM	MENT OF	POSIT	ION ESS	ENTIAL	FUNCTI	ONS			
30%	Under direction, provides support in the organization, planning, execution, and assessment of the current statewide Illinois Labor Exchange system; coordinates the development of quality control programs, monitors and evaluates system performance for an assigned area. Ensures accurate and timely maintenance of data which represents both the technical and client-related integrity of the Labor Exchange system; conducts reviews of reports which monitor the constantly changing nature of data in an Internet-based system; coordinates the collection, maintenance and prioritization of recommendations for technical modifications of the systems; serves as technical resource and liaison to IDES staff for Labor Exchange system related enhancements. Provides interpretive services for Spanish speaking clients. 1. Provides support in the organization, planning, execution, and assessment of the statewide Illinois Labor Exchange system; coordinates the development of quality control programs, monitors and evaluates system performance for an assigned area. Collects and researches information related to system performance; makes recommendations regarding changes in program operation, policy and procedures. Interacts with manager and end-users statewide to affect technical system changes when necessary.													
20%	external customers, using the Spanish language when necessary. Researches and resolves complaints regarding system functions and makes changes to reflect functionality of system according to the usage report. Maintains system overview functionality; conducts on-going reviews of all Help Text to ensure that users are accessing up-to-date guidance for system use.								views					
DIRECTOR OF C	MS SIGNA	39	IMMED	IATE SUPE	RVISOR SIGNA	ATURE	AGEN	ICY HEAD	SIGNAT			D	ATE	
M.:	BEC	EIVE	Ξħ	\leq	7/0	ig D	May		9/	13/17				

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16. (CONTINUE												
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)											
15%	4.	extensive personal leadership in the m discussions relative	I contacts with employers, user mar nore difficult assignments; as a tech	nageme nnical res Provides	s on-the-job training to staff as necessary.							
10%	5.	determine the need satisfaction survey	d for adjustments to the Labor Exch	hange sy ends act	put / output analysis and computation to ystem. Monitors responses to customer tion to be taken to address areas of							
05%	6.	Performs other dut enumerated above		are reas	conably within the scope of the duties							
17 POSITION	J TITLE A	ND NUMBER OF IME	MEDIATE SUPERVISOR (Responsible	for assin	uning and reviewing work, proparing							
conducting	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.)											
				WORK	ING TITLE (IF ANY)							
PSA, Opt 1	37015-4	4-40-301-00-01										
18. CHECK TH	IE APPR	OPRIATE BOX IF THI	S POSITION IS A:									
		_										
☐ SUPER	RVISOR	OR LEAD W	√ORKER									
NOTE: S	uperviso	ry or lead worker res	sponsibilities <u>must</u> be described in a	detailed	d dutv statement(s) with a							
tir	ne perce	entage(s) allotted.										
If a box wa	t: 		title, position number, and number of su	ubordinat	te incumbents or authorized funded							
	Position	Title	Position Number		No. of Incumbents or Funded Vacancies							
n/a												
				\longrightarrow								
19. SPECIALI	ZED KNC	WLEDGES, SKILLS,	ABILITIES, LICENSURE OR CERTIFI	CATION	NECESSARY FOR THE SUCCESSFUL							
PERFORM	MANCE O	OF THE WORK OF TH	IIS POSITION. NOTE: SINCE THERE.	ARE NO	W SEVERAL OPTIONS OF SKILLS AND							
CAN NO L	AND LIC ONGER	ENSURE OR CERTING BE USED.	FICATION IDENTIFIED ON STANDAR	RDS, THE	E PHRASE "SAME AS SPECIFICATION"							
Requires kno	wledge,	skill and mental dev	velopment equivalent to four years of	of colleg	ie. preferably with coursework in							
business or p	ublic adr	ministration. Require	es one year of responsible administ	trative ex	xperience in a public or business							
organization,	or comp	letion of an agency	approved professional managemen	nt trainin	ng program. Requires working knowledge							
of the IL Labo	or Exchar	nge System adminis	stration and other workforce develop	pment p	rograms administered by state							
install and eva	government. Requires the ability to: analyze administrative problems and adopt an effective course of action; develop, install and evaluate new and revised methods and procedures; establish and maintain working relationships internal and											

conjunction with Spanish speaking clients.

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

packages such as word processing, electronic mail, data base management and spreadsheets) and Internet. Requires ability to speak and write the Spanish language at a colloquial skill level in carrying out position duties in

external to IDES; present ideas clearly both orally and in written form and to use a personal computer (with related software

TNS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITE	.E	W	ORKING TITLE (IF AN'S)	BILINGUAL CODE	OPTION	N TITLE N CODE		TION NUMBER				
Existing Position				ļ	ļ		47082	-44-72-0	330-1	0 3 2		
New/Revised Position UI Revenue Ai	nalyst 2			29	S	S		-44-70-3		1-31		
3. AGENCY			4. BUREAU/ DIVISION				5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8.AUDIT	9. OFFICE USE	
Existing Position									i		İ	
New/Revised Position	of Employment Se	curity	Business Services/ Revo	enue			0	016	Υ	R		
10. SECTION			11. UNIT					SACTION	16	3. EFFECTIV	E DATE	
Existing Position Employer Serv	vices		TaxNet & New Hire						L	09/16/	/2014	
New/Revised Position Employer Rep			TaxNet and Employer Hotline					21 ESTAB		E CHANGI	E	
			15. BARGAINING/TERM CODE Rutan Exempt					☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY				
14. WORK LOCA Existing Position	HON		15. BANGAINING/TERIVI COL	<u></u>			☐ MC0	27 ADDIT	IONAL I	DENTICAL		
							□ MD0	21 ABOLI	SH	TY CHANG		
New/Revised Position			RC062			N				REALLOCATION ALLOCATION		
Chicago, IL	40. OOMBUETE OU	DDENT		NT OF DO	SCITIO					LLOCATIO	<u> N</u>	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS											
Under dired	As a senior level analyst, performs complex revenue employer account maintenance activities and analysis											
· • • • • • • • • • • • • • • • • • • •	of employer record	ds subm	itted to determine liability,	correct c	ontribi	utions	and fina	ancial st	atus;	answer	s	
ļ	complex inquiries	requiring	g advanced knowledge of	the Unen	nployn	nent In	suranc	e Act. A	ccess	es perti	nent	
	computer screens	for inqu	iry and research; resolves	s a variety	of tax	c probl	ems an	d issues	s with	various		
	reports; evaluates	employ	er documents submitted a	and deterr	mines	the ac	curacy,	ensurin	g con	npliance	with	
			wers of attorney submitte									
	Spanish speaking	clients.	·									
										. •		
25%	1. As a senio	or level a	analyst, using the Spanish	ı language	e wher	n nece	ssary, _I	performs	s com	plex rev	enue	
	employer	account	maintenance activities ar	nd analysi	is of er	mploye	er recor	as subn	imea	to deter	mine	
	their liabili	ty, corre	ct contributions and finan	icial status	s; ansı	wers c	omplex	inquirie	s tron	n emplo	yers	
	regarding	liability a	and compliance, requiring	advance	a knov	wieage	or the	Unempi	oyme	int insur	ance	
	Act; resea	rcnes a	nd analyzes records and	document	is. Hes	solves	tax pro	olems b Godenia	y mar	ting omi t pet lim	ited to	
			nployer accounts. Resolve arough TaxNet; determine									
			ermines the accuracy of t									
	the III Act	anu uei determ	ines proper functional ref	erral whe	n the e	mnlo	er has	on-goin	a nrol	olems w	ith the	
	Departme		illies proper fariotional res	Olidi milo		Jili pio j	701 Hao	on gon	9 6.0.	3131113 11		
	•			•							•	
20%	Accesses	pertiner	nt computer screens for in	quiry and	input	in ord	er to res	search,	analy	ze and o	correctly	
	complete	assignm	ents to bring the employe	er account	t to sta	itus re	ady for	commu	nicatio	on. Proc	esses	
	employer	reports,	including but not limited t	o New Hil	re repo	ons. H	espond	s to inqu	Jiries	from en	nployers	
		•	atives regarding the status	s or arry re	eialeu	report	s, using	the Sp	3111511	iariyuaş	ie mileii	
	necessary	/.										
20%	3. Analyzes	and reso	olves suspended reports;	corrects t	he rep	orts to	confor	m to the	corre	ect form	at;	
	adjusts th	e tax lial	bility as it applies to contri	ibutions, p	penalty	/ and i	nterest	reflects	corre	ctions ir	n the	
	various at	utomated	d systems impacted in the	suspens	ion. R	eviews	s rejecte	ed repor	ts; ide	entifies i	reasons	
			communicates with employ	yers to co	rrect t	he trar	nsmitte	d inform	ation,	using tl	ne	
	Spanish la	anguage	when necessary.									
DIRECTOR OF C	MS SIGNATI IPE	A IMMA	EDI DE PENEO SUNT		GENCY	HEAD	SIGNAT	URE		П	ATE	
51	Ke Millo.	V		•]]]]] ^	V			10				
CHESTON (D. 12)	704) 11 404 0704 1 3	<u> </u>	SEP 1.6 2014	1111						09/1	0/2014	
CMS 104 (Rev. 10)	TISTING TO	,		コ	1							
1 miles	al	dul	Bv	- 1	•					•		
	. !!	OII T		=								

16. (CONTINUE	D)		1 (1)
% OF TIME		ACCURATE STATEMENT OF POSITION	
15%	4. Reviews and makes	corrections to error reports as a researy to permit correct posting of	result of account maintenance; initiates all of the report; ensuring adherence to the
15%	associated with pow employer representa	ers-of-attorney; communicates De	tatives; reviews all mailing instructions epartment requirements for mailing of forms to by service firms; verifies that proper mailing
05%	Performs other dutie enumerated above.	es as assigned or required that are	e reasonably within the scope of those previously
conducting	I TITLE AND NUMBER OF IMME and signing performance evalua umbent of this position.)	EDIATE SUPERVISOR (Responsible ations; effectively recommending and	for assigning and reviewing work, preparing, imposing disciplinary action and adjusting grievances
			WORKING TITLE (IF ANY)
PSA, Opt1	37015-44-70-320-10-01		
☐ SUPEI NOTE: S ti	upervisory or lead worker resp me percentage(s) allotted.	ORKER consibilities <u>must</u> be described in a	
headcoun		tie, position number, and number of si	ubordinate incumbents or authorized funded
-	Position Title	Position Number	No. of Incumbents or Funded Vacancies
N/A			
PERFOR ABILITIE	MANCE OF THE WORK OF THIS	S POSITION. NOTE: SINCE THERE	ICATION NECESSARY FOR THE SUCCESSFUL ARE NOW SEVERAL OPTIONS OF SKILLS AND RDS, THE PHRASE "SAME AS SPECIFICATION"
business, ma and analysis System (BFS knowledge of maintain effer and related s Requires abi	athematics or a related field, p . Requires extensive knowled 6); employer's rights and oblig f mathematical concepts. Rec active working relationships with software packages such as wo	plus three years of professional exige of the Illinois Unemployment In lations related to unemployment in quires ability to communicate effect the agency employees, employers ord processing and spreadsheets, anish language at a colloquial skill	of college with major coursework in accounting, perience in account maintenance, investigation assurance Act, TaxNet and the Benefit Funding assurance contributions. Requires working ctively, both orally and in writing and gain and and the public. Requires the ability to use a PC database management, e-mail and the internet. I level in carrying out position duties in

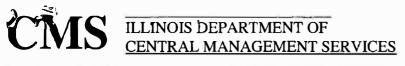
CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

1. POSITION TITL	E	W	ORKING TITLE (IF ANY)	BILINGUAL CODE	POSI	TION TITLE	2. POS	ITION NU	MBER				
Existing Position													
New/Revised Position				29		SS	47000	-44-04-7	711 1	0.21			
UI Special Age	nt		L A DUDEALUS DIVIDIONI	29		<u> </u>	5. EXMT	6. WORK	7. A/I		9. OFFICE		
3. AGENCY Existing Position			4. BUREAU/ DIVISION		****		CODE	COUNTY	AUTH	8.AUDIT	USE		
Existing Position													
New/Revised Position	of Employment Securi	tv	Financial Operations/ C	ACR			0	016	Υ	R			
10. SECTION	of Employment Securi	Ly	11. UNIT					SACTION	13	I 3. EFFECTIV	E DATE		
Existing Position							CODE						
_							03/16/2019						
New/Revised Position			Ponefite Assuracy Magazirament				☐ MA021 ESTABLISH						
Admin Planning	<u>g</u>		Benefits Accuracy Measurement					☐ MC022 EXEMPT CODE CHANGE ☐ MC024 POSITION NUMBER CHANGE					
14. WORK LOCAT	TION		15. BARGAINING/TERM CO	DE		Rutan Exempt	⊠ MC0	26 CLARII	FΥ				
Existing Position								27 ADDITI 28 WORK					
							☐ MD0	21 ABOLI 49 DOWN	SH				
New/Revised Position			RC062			N	☐ MC1	50 LATER	AL REA	LLOCATIO	ON		
Chicago, IL	6. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ES							58 UPWA	RD REA	ALLOCATIO	ON		
% OF TIME	Under direction perfor	der direction, performs audits of a highly complex, sensitive nature for the Benefits Accuracy Measurement											
	(BAM) unit of the Illinoi	M) unit of the Illinois Department of Employment Security (IDES) to assess the propriety of Unemployment											
	Insurance (UI) benefit i	urance (UI) benefit payments based upon the criteria contained in laws and policies of the State of Illinois and											
1	U.S. Department of La	Department of Labor (DOL): detects UI overpayments, fraud and other violations of state and federal laws;'											
1	determines accuracy o	mines accuracy of monetary determinations issued to claimants, utilizes guided questions and other DOL mmended investigative techniques, procedures and guidelines to interview and interact with claimants,											
	recommended investig	ployers, government agencies and/or the general public in person, by phone and/or in writing to detect											
	violations of state and	olations of state and federal laws related to UI benefit payments and develop additional audit leads; prepares a											
	written determination a	nd/or o	decision for each audit≨att	ends hea	rings	to pres	ent evic	lence∳co	mpile	s releva	nt audit		
	data, prepares reports.	and m	nakes recommendations to	improve	proc	cesses r	elated to	o UI ben	efits, [/] t	ravels to	attend		
	and participate in train	ng, wo	rkshops, and/or DOL man	dated pe	er re	views of	f case fi	les; utiliz	es Sp	anish la	nguage		
	to assist clients who re	quest	or need interpretive service	es.									
20%	1. Performs audits of	a high	ly complex, sensitive natu	re for the	BAN	/I unit of	IDES to	assess	the p	ropriety	of UI		
20,0	benefit payments I	pased	upon the criteria contained	in laws	and p	oolicies	of the S	tate of III	inois a	and the I	DOL;		
	detects UI overpay	/ments	, fraud and other violations	s of state	and	federal	laws. C	onducts	intens	ive audi	t		
	interviews with cla	imants	selected by the DOL rand	lom audit	prog	gram; uti	lizes Sp	anish la	nguag	e to ass	sist noin III		
	clients who reques	st or ne	eed interpretive services; a which could or have affec	ssesses ted claim	and (evaluate	es all tac	itors rele	vant t artifica	o me iiii ition and	lois UI lor		
	Act and DOL proc	egures	determines whether federa	l and sta	te lav	ws and i	olicies	were foll	owed	uniform	lv bv		
	claimants, employ	ers. en	nployer representatives, a	gency sta	iff, ar	nd/or int	erested	third par	ties; a	analyzes	agency		
	documents and/or	electro	onic records to determine	what data	rele	vant to	benefit (eligibility	must	be furth	er		
	investigated to cor	nplete	each audit. Travels to loca	al and/or	regio	nal offic	es as d	irected to	perfo	orm thes	e duties.		
15%	2. Conducts in-depth	audite	to determine accuracy of	monetan	v det	erminati	ons issi	ied to cla	aiman	ts: utilizi	ng a PC		
1576	and relevant softw	are. Us	ses the definition of base p	eriod spe	ecifie	d in the	Illinois	JI Act ar	d info	rmation	from		
	Benefit payroll rec	ords to	calculate the weekly bene	efit amou	nt an	id numb	er of we	eks clair	mants	were el	gible to		
	receive UI benefits	s and e	evaluate results against ac	tual mone	etary	determi	inations	issued.	Enter	's invest	igative		
			les and agency, state and		al cor	nputeriz	ed syst	ems incli	uding	but not i	imited to		
	the DOL quality control statistical survey database.												
15%	3. Conducts in-depth	audits	of the last employing emp	oloyer for	eacl	h selecte	ed claim	ant to de	etermi	ne the re	eason		
	the claimant was s	separa	ted from employment; utiliz	zes Span	ish la	anguage	to assi	st clients	who	request	or need		
	interpretive service	es; det	ermines whether claimants	s met all	criter	ia for UI	benefit	eligibility	y esta	blished	by state		
	and federal policie	s and	guidelines and the Illinois	UI Act.									
DIRECTOR OF C	MS STGNATURE	IMMF	DIATE SUPERVISOR SIGNAT	URE I A	GEN	CY HEAD	SIGNAT	URE			DATE		
	W Jones		thomas Chan										
	() 27	1.7	ECEINE!		u anamana	py	- Su	m	~-	U4/6	04/2019 ————		
CMS-104 (Rev. 10/	94)1L 401-0794	· ',											

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16. (CONTINUED)							
% OF TIME	A OF TIME 1.16 COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)						
15%	4.	the procedures and methodology 1					
15%	5.	Utilizing a PC and relevant software, including but not limited to Microsoft Office Suite and Adobe Reader, prepares a written determination and/or decision for each audit which states the relevant facts, summarizes the evidence and testimony, states the reasoning leading to a conclusion which sets forth the provision of the law violated or misapplied if any, and the applicable disqualification prescribed by the Illinois UI Act.					
05%	6.	Attends benefit appeals hearings and/or administrative hearings to present evidence indicating that the claimant may be over / underpaid due to misinformation, errors and/or or violations of the state or federal UI Act; explains evidence, findings and relevant issues to all parties.					
05%	7.	7. Prepares Benefits Accuracy Measurement (BAM) audit case files; compiles and enters relevant information into agency, state and/or federal computerized systems, including but not limited to the Illinois Benefit Information System (IBIS) and the U.S. Department of Labor (DOL) quality control statistical survey database; collaborates with DOL to ensure timely entry of data for accurate computation of the improper payment rate for the UI Program as required by the federal Improper Payments Information Act (IPIA). Prepares reports of findings; makes recommendations to improve IDES interviewing, adjudication and payment processes related to UI benefits.					
05%	8.	 Keeps abreast of new developments in laws, rules and regulations relevant to BAM; travels to attend and participate in training, workshops, and/or DOL mandated peer reviews of case files. 					
05%	 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.)							
				WORK	ING TITLE (IF ANY)		
PSA, Opt. 1	37	015-44-04-711-00-01					
18. CHECK TH	IE A	PPROPRIATE BOX IF THI	S POSITION IS A:		4		
☐ SUPERVISOR OR ☐ LEAD WORKER							
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a							
time percentage(s) allotted.							
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:							
Position Title			Position Number		No. of Incumbents or Funded Vacancies		
N/A		(A)OM EDOSO 000 0	ABILITIES LISENSUM SECTION	OATIO	NECESSARY FOR THE SUSSESSION		
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"							

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



1. POSITION TIT	LÉ		WORKING TITLE (IF ANY)	BILINGUAL	POSITION TITE OPTION COD	£ 2. POS	ITION NU	MBER			
Existing Position				CODE	OPTION COD	7	47096-44-13-510-10-32-				
New/Revised Position			<u> </u>	20	CC	+	-47096-44-04-731-10-31 47096-44-22-50				
UI Special Agent			29 SS		5. EXMT	6. WORK	7. A/I	1	-560-10-31 9. OFFICE		
3. AGENCY Existing Position			4. BUREAU/ DIVISION		CODE	COUNTY	AUTH	8.AUDIT	3/16/15 - PNC		
New/Revised Position			Administration/QACR			\			1	update to Bureau/Section	
IL Department of Employment Security			Financial Operations/ QACR UI Programs		0	016	Y	R	Unit		
10. SECTION			11. UNIT				12. TRANSACTION 13. EFFECTIVE DA			E DATE	
Existing Position			Overpayment/Recovery				10.16.14				
Ben-Payment Control New/Revised Position			Overpayment Collections			าร	1				
Overpayment Gollections			Overpayment Collection Cýcle								
14. WORK LOCA	TION		15. BARGAINING/TERM CODE Rutan Exempt				 				
Existing Position			☐ MC027 ADDITIONAL IDENTIC								
New/Revised Position							1 =				
Chicago, IL			RC062 N			☐ MC1					
% OF TIME	16. CON	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ES									
35% 25% 10%	 Under general direction, performs specialized collections work relative to the recovery of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, government agencies and the general public regarding the overpayment collection cycle. Conducts investigations to locate claimants; determines ability to pay including current employment and estimation of assets; initiates civil litigation on benefit overpayments; coordinates information and activities with respect to collection and to secure proper accounting and application of all monies collected on individual claims. Provides interpretive services for Spanish speaking clients. Using the Spanish language when necessary, conducts repayment interviews advising claimants and duly authorized representatives of their legal requirement to repay. Utilizing highly skilled interviewing techniques and knowledge of applicable laws, rules, regulations and procedures, establishes an agreeable pay plan based on claimants ability to repay, the amount and type of overpayment and other circumstances that may affect repayment. Using automated agency reports and computer systems, including the Benefit Overpayment Recovery System, conducts investigations to locate claimants; determines ability to pay including current employment and estimation of assets. Develops leads using external and internal resources, pursues leads through a variety of methods. Secures documentation; analyzes and evaluates documentation to determine terms and conditions of repayment amounts. Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with Section 900 of the Illinois Unemployment Insurance Act and related Federal legislation. 										
10%	4. Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance applicable laws, rules and regulations, including Illinois Revised Statutes Chapter 15, paragraph 210.5; invokes the offset when appropriate.										
10%	5. Conducts investigations requested by the Attorney General to locate individuals with litigation pending and current whereabouts are unknown. Consults with Attorney General Office, Illinois Comptroller's Office and other judicial branches to coordinate the collection of benefit overpayments where judgments are entered or bankruptcies and garnishments filed.										
DIRECTOR OF C	MS SIGNA	ATURE SIMMED	明智問學門物門	5 AC	GENCY HE	ND SIGNAT	URE		D	ATE	
Senere Report 10/27/2014 CMS-10x (Rev. 10/94 pt. 467) 1794											

16. (CONTINUED)						
% OF TIME	16. COMPLETE CURRENT AND	ACCURATE STATEMENT OF POSITION I	ESSENTIAL FUNCTIONS (Continued)			
05%	information and act	DES Service Delivery personnel and other appropriate personnel to coordinate diactivities with respect to collection and to secure proper accounting and application of ected on individual claims.				
05%	Performs other duti enumerated above.	ties as required or assigned which are reasonably within the scope of the duties				
•						
i						
	1					
17. POSITIOI	I N TITLE AND NUMBER OF IMN	MEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, preparing,			
conductin	g and signing performance eval		imposing disciplinary action and adjusting grievances			
for the incumbent of this position.)						
ď			WORKING TITLE (IF ANY)			
PSA Opt 1	-37015-44-04-731-00-01	37015-44-22-560-00-01				
37013 11 22 333 33 31						
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:						
SUPE	RVISOR OR LEAD V	VORKER				
NOTE: 0			detailed duty statement(s) with a			
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.						
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded						
headcount:						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies			
N/A						
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19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.						
	Requires knowledge, skill and mental development equivalent to the completion of four years college with major courses in Business Law and Business Administration plus three years of local office professional investigative experience performing					
major adjudication work involved in the fact-finding process. Requires extensive knowledge of Federal and State laws, rules and regulations applicable to Unemployment Insurance benefits. Requires thorough knowledge of agency computerized						

systems, programs and practices as they relate to the payment of UI benefits. Requires the ability to communicate effectively both orally and in writing and to use a personal computer with related software programs such as word processing, spreadsheets, database management and email. 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. in conjunction with openion,