

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY



Report to the General Assembly
April 2019



J.B. Pritzker
Governor

Jeffrey D. Mays
Director

February 28, 2019

Pursuant to (5 ILCS 382/) State Services Assurance Act the Illinois Department of Employment Security is submitting its FY19 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 Office Administrator, an Administrative Assistant, an Office Associate, a Veterans Employment Representative, Unemployment Insurance Revenue Analysts, 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 142 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 1,112. 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 2019 is attached, as well as job descriptions for the bilingual titles.

Respectfully Submitted,

Jeffrey D. Mays
Director

IDES

ILLINOIS DEPARTMENT OF
EMPLOYMENT SECURITY

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LAST NAME	FIRST NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
BIOLIK	EUGENE	ES FIELD OFFICE SUPV.	0013600	POLISH SPEAKING
CRUZ	NATALIA	ES FIELD OFFICE SUPV.	0013600	SPANISH SPEAKING
GAGE (RIVERA)	MARINA	ES FIELD OFFICE SUPV.	0013600	SPANISH SPEAKING
SZCZESIAK	AGNIESZKA	ES FIELD OFFICE SUPV.	0013600	POLISH SPEAKING
TALIS	MARIA	ES FIELD OFFICE SUPV.	0013600	SPANISH SPEAKING
VALENCIA	MARCELO	ES FIELD OFFICE SUPV.	0013600	SPANISH SPEAKING
AGUIRRE	VANESSA	E S PROGRAM REP	0013650	SPANISH SPEAKING
ALVARADO	KAREN	E S PROGRAM REP	0013650	SPANISH SPEAKING
ARROYO	DOLORES	E S PROGRAM REP	0013650	SPANISH SPEAKING
AYALA	KEVINJHADDER	E S PROGRAM REP	0013650	SPANISH SPEAKING
BAKER	RENATA	E S PROGRAM REP	0013650	POLISH SPEAKING
BARAJAS PURCELL	ALBERTINA	E S PROGRAM REP	0013650	SPANISH SPEAKING
BOBE'DE MENDEZ	ERNESTINA	E S PROGRAM REP	0013650	SPANISH SPEAKING
BRITO	GRECIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
CALDERON	RUBEN	E S PROGRAM REP	0013650	SPANISH SPEAKING
CHALECKI	ELVIRA	E S PROGRAM REP	0013650	SPANISH SPEAKING
CHAVARRIA	MIGUEL	E S PROGRAM REP	0013650	SPANISH SPEAKING
CHEUNG	TELLY	E S PROGRAM REP	0013650	CHINESE SPEAKING
CLAUDIO	MIGUEL	E S PROGRAM REP	0013650	SPANISH SPEAKING
COLON	IVETTE	E S PROGRAM REP	0013650	SPANISH SPEAKING
CRUZ	RAMIRO	E S PROGRAM REP	0013650	SPANISH SPEAKING
DAUWE	JACQUELINE	E S PROGRAM REP	0013650	SPANISH SPEAKING
DE LEON	ANTONIO	E S PROGRAM REP	0013650	SPANISH SPEAKING
DELEON	XAVIER	E S PROGRAM REP	0013650	SPANISH SPEAKING
DIAZ	CRISTAL	E S PROGRAM REP	0013650	SPANISH SPEAKING
FERNANDEZ	RITA	E S PROGRAM REP	0013650	SPANISH SPEAKING
FLORES	PATRICIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
GOMEZ	MARCIAL	E S PROGRAM REP	0013650	SPANISH SPEAKING
GONTARZ	ALEKSANDRA	E S PROGRAM REP	0013650	POLISH SPEAKING
GUILLORY	IVETTE	E S PROGRAM REP	0013650	SPANISH SPEAKING
GUTIERREZ	SANDRA	E S PROGRAM REP	0013650	SPANISH SPEAKING
HERNANDEZ	BEATRIZ	E S PROGRAM REP	0013650	SPANISH SPEAKING
HERNANDEZ	CRISTINA	E S PROGRAM REP	0013650	SPANISH SPEAKING
HUERTA	BERTHA	E S PROGRAM REP	0013650	SPANISH SPEAKING



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LAST NAME	FIRST NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
HULBERT	MARIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
IBARRA	MARIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
ILLANAS	PAUL	E S PROGRAM REP	0013650	SPANISH SPEAKING
ISAIS	OLGA	E S PROGRAM REP	0013650	SPANISH SPEAKING
LEAL	MARIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
LOPEZ	LETICIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
LUCIANO	HERMAN	E S PROGRAM REP	0013650	SPANISH SPEAKING
MARTINEZ	ARACELI	E S PROGRAM REP	0013650	SPANISH SPEAKING
MARTINEZ	EFRAIN	E S PROGRAM REP	0013650	SPANISH SPEAKING
MEJIA	ELVA	E S PROGRAM REP	0013650	SPANISH SPEAKING
MERAZ	ALINA	E S PROGRAM REP	0013650	SPANISH SPEAKING
MOLINA	JUANITA	E S PROGRAM REP	0013650	SPANISH SPEAKING
MONTOYA	SANDRA	E S PROGRAM REP	0013650	SPANISH SPEAKING
MORA	MARIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
MORALES	WILSON	E S PROGRAM REP	0013650	SPANISH SPEAKING
MORENO	ENRIQUE	E S PROGRAM REP	0013650	SPANISH SPEAKING
MORENO	YNEZ	E S PROGRAM REP	0013650	SPANISH SPEAKING
PACHECO	DAVID	E S PROGRAM REP	0013650	SPANISH SPEAKING
PEREZ	LUIS	E S PROGRAM REP	0013650	SPANISH SPEAKING
PINERO	SUARMÍ	E S PROGRAM REP	0013650	SPANISH SPEAKING
QUETELL	HECTOR	E S PROGRAM REP	0013650	SPANISH SPEAKING
QUEZADA	JOSE	E S PROGRAM REP	0013650	SPANISH SPEAKING
RAMIREZ	LILIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
REGALADO	MADEL	E S PROGRAM REP	0013650	SPANISH SPEAKING
REYNA	FERNANDO	E S PROGRAM REP	0013650	SPANISH SPEAKING
RICKARD	SONIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
ROCHE	CHRISTIAN	E S PROGRAM REP	0013650	SPANISH SPEAKING
RODRIGUEZ	PEDRO	E S PROGRAM REP	0013650	SPANISH SPEAKING
SALCEDO	SANDRA	E S PROGRAM REP	0013650	SPANISH SPEAKING
SANABRIA	LUIS	E S PROGRAM REP	0013650	SPANISH SPEAKING
SANCHEZ	JEMIMA	E S PROGRAM REP	0013650	SPANISH SPEAKING
SANCHEZ	ROSA	E S PROGRAM REP	0013650	SPANISH SPEAKING
SILVA	GUILLERMO	E S PROGRAM REP	0013650	SPANISH SPEAKING
STAPLES	CORINA	E S PROGRAM REP	0013650	SPANISH SPEAKING

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LAST NAME	FIRST NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
TALAVERA	SERGIO	E S PROGRAM REP	0013650	SPANISH SPEAKING
TUBENS	ARNALDO	E S PROGRAM REP	0013650	SPANISH SPEAKING
VALENZUELA	CLAUDIA	E S PROGRAM REP	0013650	SPANISH SPEAKING
VARYS	MIRIAM	E S PROGRAM REP	0013650	SPANISH SPEAKING
VAZQUEZ	LAURA	E S PROGRAM REP	0013650	SPANISH SPEAKING
VAZQUEZ	LUZ	E S PROGRAM REP	0013650	SPANISH SPEAKING
VELA	SERGIO	E S PROGRAM REP	0013650	SPANISH SPEAKING
VELEZ	ROSA	E S PROGRAM REP	0013650	SPANISH SPEAKING
WOOLSEY	CHARL	E S PROGRAM REP	0013650	SPANISH SPEAKING
ZAMORA	GUSTAVO	E S PROGRAM REP	0013650	SPANISH SPEAKING
ACOSTA	ROBERT	E S SERVICE REP	0013667	SPANISH SPEAKING
ALMANZA	RALPH	E S SERVICE REP	0013667	SPANISH SPEAKING
AMARO	MARIA	E S SERVICE REP	0013667	SPANISH SPEAKING
CANTU	VERONICA	E S SERVICE REP	0013667	SPANISH SPEAKING
CASTELLANOS	MARTHA	E S SERVICE REP	0013667	SPANISH SPEAKING
CURTIS	PAMELA	E S SERVICE REP	0013667	SPANISH SPEAKING
DIAZ	WILHEM	E S SERVICE REP	0013667	SPANISH SPEAKING
DUNN	VALERIE	E S SERVICE REP	0013667	SPANISH SPEAKING
GOMEZ	ALMA	E S SERVICE REP	0013667	SPANISH SPEAKING
GOMEZ	GLORIA	E S SERVICE REP	0013667	SPANISH SPEAKING
GONZALEZ	LILIA	E S SERVICE REP	0013667	SPANISH SPEAKING
HETLAND	ADA	E S SERVICE REP	0013667	SPANISH SPEAKING
KOLOTKA	ALICIA	E S SERVICE REP	0013667	SPANISH SPEAKING
KOSIK	NAZARETH	E S SERVICE REP	0013667	SPANISH SPEAKING
KROL	MARIA	E S SERVICE REP	0013667	SPANISH SPEAKING
LUNA	ALFONSO	E S SERVICE REP	0013667	SPANISH SPEAKING
MENA	MARIO	E S SERVICE REP	0013667	SPANISH SPEAKING
MORAN	GLORIA	E S SERVICE REP	0013667	SPANISH SPEAKING
ORNELAS	ROSAURA	E S SERVICE REP	0013667	SPANISH SPEAKING
PADILLA	LETICIA	E S SERVICE REP	0013667	SPANISH SPEAKING
PENA	BERTA	E S SERVICE REP	0013667	SPANISH SPEAKING
RAMIREZ	PETER	E S SERVICE REP	0013667	SPANISH SPEAKING
RAMOS	JUANITA	E S SERVICE REP	0013667	SPANISH SPEAKING
REYES	EDITH	E S SERVICE REP	0013667	SPANISH SPEAKING

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LAST NAME	FIRST NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
REYES-FRANKLIN	BLANCA	E S SERVICE REP	0013667	SPANISH SPEAKING
RODRIGUEZ	MARIA	E S SERVICE REP	0013667	SPANISH SPEAKING
SIERRA	EILENE	E S SERVICE REP	0013667	SPANISH SPEAKING
SMITH	MARISOL	E S SERVICE REP	0013667	SPANISH SPEAKING
VELASQUEZ	DESIREE	E S SERVICE REP	0013667	SPANISH SPEAKING
VILLARREAL	BLANCA	E S SERVICE REP	0013667	SPANISH SPEAKING
WIEWEL	VICTORIA	E S SERVICE REP	0013667	SPANISH SPEAKING
ZULAICA	MANUEL	E S SERVICE REP	0013667	SPANISH SPEAKING
DIAZ RUTLAND	MYRIAM	E S SPECIALIST I	0013671	SPANISH SPEAKING
ESPINO	DAISY	E S SPECIALIST I	0013671	SPANISH SPEAKING
REVUELTA	EDGAR	E S SPECIALIST I	0013671	SPANISH SPEAKING
RUIZ	SONIA	E S SPECIALIST I	0013671	SPANISH SPEAKING
SANTIAGO	ELVIRA	E S SPECIALIST I	0013671	SPANISH SPEAKING
VEGA	JENNIFER	E S SPECIALIST I	0013671	SPANISH SPEAKING
FABREGAS	DIANA	E S SPECIALIST II	0013672	SPANISH SPEAKING
FLORES-QUINONEZ	ROSA	E S SPECIALIST III	0013673	SPANISH SPEAKING
GARCIA	GABRIELA	E S SPECIALIST III	0013673	SPANISH SPEAKING
GARCIA	VELIA	E S SPECIALIST III	0013673	SPANISH SPEAKING
OCAMPO	GINA	E S SPECIALIST III	0013673	SPANISH SPEAKING
RAMIREZ	LUIS	E S SPECIALIST III	0013673	SPANISH SPEAKING
REBELLON	ANGELA	E S SPECIALIST III	0013673	SPANISH SPEAKING
TREJO	ROSA	ADMINISTRATIVE ASST. I	0000501	SPANISH SPEAKING
AVILA	GERARDO	OFFICE ADMINISTRATOR IV	0029994	SPANISH SPEAKING
MORENO	CRYSTAL	OFFICE ASSOCIATE	0030015	SPANISH SPEAKING
GARCIA	SURAMI	PUBLIC SERVICE ADM	0037015	SPANISH SPEAKING
TEMIQUEL	JUAN	VETERANS EMPL. REP. I	0047701	SPANISH SPEAKING
RODRIGUEZ	HUMBERTO	U I REVENUE ANALYST II	0047082	SPANISH SPEAKING
SANTILLAN	SANDRA	U I REVENUE ANALYST II	0047082	SPANISH SPEAKING
AGUILAR	SILVIA	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
CARTAGENA	MARTHA	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
CERRATO	JUANITA	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
FORTE	ERIC	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
GARZA	YOLANDA	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
GOMEZ	ALMA	UI SPECIAL AGENT	0047096	SPANISH SPEAKING

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LAST NAME	FIRST NAME	POSITION TITLE	POSITION CODE	LANGUAGE OPTION
MAGANA	RAQUEL	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
MARTINEZ	FELIPE	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
MOSES	MIRIAM	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
RAMIREZ	LUIS	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
WOLODKOWICZ	PIOTR	UI SPECIAL AGENT	0047096	POLISH SPEAKING
ZERMENO	MIGUEL	UI SPECIAL AGENT	0047096	SPANISH SPEAKING
PERIOD ENDING 1/31/2019				TOTAL: 142

Total number of Bilingual Frontline Staff: 142

Chinese: 1

Polish: 5

Spanish: 136



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position									
New/Revised Position				29	SS	47096-44-13-210-10-31			
3. AGENCY		4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position						057			
New/Revised Position		ADMINISTRATION/QACR			0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position		BEN ACCURACY / NORTHWEST							
New/Revised Position		BAM / CHICAGO METRO							
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rutan Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position									
New/Revised Position		RC062		N					
BLOOMINGTON, IL 61704									
CHICAGO, IL 60603									
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
	<p>Under direction, performs audits of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, employers, government agencies and the general public to detect overpayments, fraud, and other violations of the state and federal laws; travels extensively throughout the State of Illinois and nearby locations in other states that border Illinois in order to conduct investigations. Provides interpretative services for Spanish Speaking clients.</p>								
20%	<p>1. Conducts intensive audit interview with randomly selected claimant to assess and evaluate all the factors which could or have affected the claimants' eligibility for Unemployment Insurance benefit certification and adjudication processes to determine that uniformity, law and policy were followed. Converse with Spanish speaking clients in person and over the phone; Spanish speaking clients with problems and/or questions regarding the Unemployment Insurance or during the audit interview are referred to this position; responds to follow-up calls and interprets for other staff. Analyzes agency field documents which have been submitted by claimants, employers and other sources to further determine what data relevant to benefit eligibility must be further investigated to complete each audit.</p>								
15%	<p>2. Conducts in-depth audits using generally accepted accounting practices of the last base period employer payroll records to determine accuracy of the monetary determination issued to the claimant. Enters investigative findings into a dedicated micro-computer system to maintain a Quality Control database to permit storage and analysis.</p>								
15%	<p>3. Conducts in-depth field audits of the last employing employer to determine the reason the claimant was separated from employment to adequately determine if claimant met all the criteria established by policy and the Unemployment Insurance Act of Illinois</p>								
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. In the field, interviews employers taking written statements to verify the accuracy of the claimant search for work according to policy and the Illinois Unemployment Insurance Act. Develops additional leads in the audit of employers securing documentation, using innovative investigative techniques that would determine the validity of the non-monetary determination. Audits the claimant's dependency to determine proper payments through birth, marriage, death, divorce or other records as necessary to determine the extent to which the claimant contributed to the support of the dependent(s) claimed.
15%	5. Prepares a written determination or decision 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 U I Act.
10%	6. Establishes the need for an administrative hearing when the evidence indicates that the claimant might be over / underpaid due to misinformation, errors or violations of the state or federal U I Act. Presides and/or attends hearings dealing with these violations, explains the issues to all parties, administers oath, examines documents and affords all parties an opportunity to examine and cross-examine witnesses.
05%	7. Prepares information for the Benefit Information System (BIS); prepares Quality Control data for both the State and Federal government to ensure proper computation of both proper and improper payment rates. Prepares reports of their findings to improve the interviewing, adjudication and payment processes in Unemployment Insurance.
05%	8. Performs other duties as required or assigned that are reasonably within the scope of those previously defined.

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

	WORKING TITLE (IF ANY)
PSA 37015-44-13-210-00-01	

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to completion of 4 years of college with major courses in Business Law and Business Administration plus 3 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 local office automated 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, Requires the ability to travel for extended periods of time to complete investigations. Requires the ability to speak Spanish at a colloquial level.

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION					47096-44-23-510-10-32			
NEW/REVISED POSITION								
UI SPECIAL AGENT			29	SS	47096-44-13-510-10-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		ADMINISTRATION / QACR		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input checked="" type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY				
NEW/REVISED POSITION				<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
BEN PAYMENT CONTROL		OVERPAYMENT/RECOVERY						
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
401 SOUTH STATE CHICAGO, IL 60605		RC062						
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
	Under direction, performs intensive field and office investigations and interviews to collect benefit overpayments from claimants in default of repayment agreements or resistant to established collection efforts. Serves as interpreter for Spanish speaking clients.							
35%	1>Using the Spanish language, conducts repayment interviews advising claimants and duly authorized representatives of their legal requirement to repay. Establishes an agreeable pay plan based on claimants ability to repay, the amount and type of overpayment and other circumstances that may affect repayment utilizing highly skilled interviewing techniques.							
25%	2>Using automated agency reports, computer systems and Benefit Overpayment Recovery System, conducts investigations to locate claimants; determines ability to pay including current employment and estimation of assets. Develops lead using external and internal resources, pursues leads through a variety of methods (i.e. surveillance, employer audits, field interviews). Secures documentation; analyzes and evaluates documentation to determine terms and conditions of repayment amounts.							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
10%	3>Initiates civil litigation on benefit overpayments; signs complaints prepared by the Attorney General; presents and coordinates evidence to support civil complaints in accordance with section 900 of the Illinois Unemployment Insurance Act and related Federal legislation.
10%	4>Follows established policies and procedures in analyzing benefit overpayments eligible for offset by the Illinois Comptroller in accordance with 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's Office, Illinois Comptroller's Office and other judicial branches to coordinate the collection of benefit overpayments where judgements are entered or bankruptcies and garnishments filed.
05%	6>Confer with local office personnel and personnel of other operational components within and outside the division to coordinate information and activities with respect to collection and to secure proper accounting and application of all monies collected on individual claims.
05%	7>Performs other related duties as assigned or required that are reasonably within the scope of those previously described.

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

P S A 37015-44-13-510-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to the completion of 4 years college with major courses in Business Law and Business Administration plus **3 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 local office automated 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.** **Requires the ability to speak Spanish at a colloquial level.**
1351010S

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OR CODE	2. POSITION NUMBER			
EXISTING POSITION					47096-44-23-530-10-32			
NEW/REVISED POSITION								
U I SPECIAL AGENT			29	SS	47096-44-13-530-10-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		ADMINISTRATION / QACR		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input checked="" type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION								
BEN PAYMENT CONTROL		INVESTIGATIONS - UNIT I						
14. WORK		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
401 SOUTH STATE								
CHICAGO, IL 60605		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
	Under general direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, employers, government agencies and the general public to detect overpayments, fraud and other violations of the state and federal laws. Travels as required to complete investigations. Provides services to Spanish speaking clients.							
20%	1>Using the Spanish language, conducts an intensive office and field investigatory interview with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for Unemployment Insurance benefits during the period under examination. Analyzes document sources to determine whether evidence is sufficient to support allegation.							
15%	2>Performs audits on benefit claims with potential fraud overpayments generated from the Illinois Benefit Payment Control System by compiling, analyzing and evaluating Benefit Claim documents, claims information in Benefit Information System and accessible employer records to establish the existence of fraud violations.							
15%	3>Prepares for decisions by reviewing the file for completeness of supportive documentation including payroll records, canceled benefit checks, certification, depositions, record of proper notice to all							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

<p>% OF TIME</p>	<p>(16) Continued</p> <p>parties and handwriting exemplars. Provides for attendance of witnesses or submission of additional documents of proof by subpoena.</p> <p>10% 4>Develops leads utilizing external and internal resources; pursues leads through a variety of methods. Secures documentation to support allegations using innovative creative investigative techniques.</p> <p>10% 5>At the conclusion of the investigation, explains the issues to all parties; administers oaths, examines and cross-examines witnesses; examines administrative documents including payroll records and checks; affords parties an opportunity to examine and cross-examine all witnesses using specialized communication skills.</p> <p>10% 6>Reviews, analyzes and evaluates testimony and exhibits to determine competence and relevance. Considers demeanor and credibility of witnesses and weight of evidence presented. Examines relevant state and federal statutes, precedent decisions and rules and regulations of the agency respective to fraud and forgery violations.</p> <p>10% 7>Prepares written decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law violated and the application of penalties as prescribed in the fraud provisions.</p> <p>05% 8>Obtains and coordinates evidence; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the Benefit Fraud Statute. Appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented.</p> <p>05% 9>Performs other related duties as assigned or required that are reasonably within the scope of those previously defined.</p>
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17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

P S A 37015-44-13-530-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
NOT APPLICABLE		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to the completion of 4 years college with major courses in Business Law and Business Administration plus 3 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 local office automated 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. **Requires the ability to travel to complete investigations. Requires the ability to speak Spanish at a colloquial level.**
1353010S

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION					47096-44-23-540-10-32			
NEW/REVISED POSITION								
U I SPECIAL AGENT			29	SS	47096-44-13-540-10-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. AA AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		ADMINISTRATION / QACR		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input checked="" type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION								
BEN PAYMENT CONTROL		INVESTIGATIONS - UNIT 11						
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
401 SOUTH STATE								
CHICAGO, IL 60605		RC062						
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
20%	Under general direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, employers, government agencies and the general public to detect overpayments, fraud and other violations of the state and federal laws. Travels as required to complete investigations. Provides services to Spanish speaking clients.							
15%	1>Using the Spanish language, conducts an intensive office and field investigatory interview with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for Unemployment Insurance benefits during the period under examination. Analyzes document sources to determine whether evidence is sufficient to support allegation.							
15%	2>Performs audits on benefit claims with potential fraud overpayments generated from the Illinois Benefit Payment Control System by compiling, analyzing and evaluating Benefit Claim documents, claims information in Benefit Information System and accessible employer records to establish the existence of fraud violations.							
15%	3>Prepares for decisions by reviewing the file for completeness of supportive documentation including payroll records, canceled benefit checks, certification, depositions, record of proper notice to all parties							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE		

% OF TIME	(16) Continued
	and handwriting exemplars. Provides for attendance of witnesses or submission of additional documents of proof by subpoena.
10%	4>Develops leads utilizing external and internal resources; pursues leads through a variety of methods. Secures documentation to support allegations using innovative creative investigative techniques.
10%	5>At the conclusion of the investigation, explains the issues to all parties; administers oaths, examines and cross-examines witnesses; examines administrative documents including payroll records and checks; affords parties an opportunity to examine and cross-examine all witnesses using specialized communication skills.
10%	6>Reviews, analyzes and evaluates testimony and exhibits to determine competence and relevance. Considers demeanor and credibility of witnesses and weight of evidence presented. Examines relevant state and federal statutes, precedent decisions and rules and regulations of the agency respective to fraud and forgery violations.
10%	7>Prepares written decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law violated and the application of penalties as prescribed in the fraud provisions.
05%	8>Obtains and coordinates evidence; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the Benefit Fraud Statute. Appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented.
05%	9>Performs other related duties as assigned or required that are reasonably within the scope of those previously defined.

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

		WORKING TITLE (IF ANY)
P S A 37015-44-13-540-00-31		

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

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
NOT APPLICABLE		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to the completion of 4 years college with major courses in Business Law and Business Administration plus 3 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 local office automated 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. **Requires the ability to travel to complete investigations. Requires the ability to speak Spanish at a colloquial level.**
1354010S



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS.TITLE OP.CODE	2. POSITION NUMBER			
EXISTING POSITION					47096-44-23-550-10-32			
NEW/REVISED POSITION								
U I SPECIAL AGENT			29	SS	47096-44-13-550-10-32			
3. AGENCY		4. DIVISION/BUREAU		5.EXMT CODE	6.WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		ADMINISTRATION / QACR		0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input checked="" type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
NEW/REVISED POSITION								
BEN PAYMENT CONTROL		INVESTIGATIONS - UNIT I I I						
14 WORK		15.BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
401 SOUTH STATE								
CHICAGO, IL 60605		RC062						
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
20%	Under general direction, performs investigations of a highly complex, sensitive nature to assess the propriety of unemployment benefit payments based upon the criteria contained in laws and policies of the State of Illinois and Federal Department of Labor. Interacts with claimants, employers, government agencies and the general public to detect overpayments, fraud and other violations of the state and federal laws. Travels as required to complete investigations. Provides services to Spanish speaking clients.							
15%	1> Using the Spanish language , conducts an intensive office and field investigatory interview with claimants and employers to assess and evaluate all the factors which could or have affected the claimants' eligibility for Unemployment Insurance benefits during the period under examination. Analyzes document sources to determine whether evidence is sufficient to support allegation.							
15%	2>Performs audits on benefit claims with potential fraud overpayments generated from the Illinois Benefit Payment Control System by compiling, analyzing and evaluating Benefit Claim documents, claims information in Benefit Information System and accessible employer records to establish the existence of fraud violations.							
	3>Prepares for decisions by reviewing the file for completeness of supportive documentation including payroll records, canceled benefit checks, certification, depositions, record of proper notice to all							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
	parties and handwriting exemplars. Provides for attendance of witnesses or submission of additional documents of proof by subpoena.
10%	4>Develops leads utilizing external and internal resources; pursues leads through a variety of methods. Secures documentation to support allegations using innovative creative investigative techniques.
10%	5>At the conclusion of the investigation, explains the issues to all parties; administers oaths, examines and cross-examines witnesses; examines administrative documents including payroll records and checks; affords parties an opportunity to examine and cross-examine all witnesses using specialized communication skills.
10%	6>Reviews, analyzes and evaluates testimony and exhibits to determine competence and relevance. Considers demeanor and credibility of witnesses and weight of evidence presented. Examines relevant state and federal statutes, precedent decisions and rules and regulations of the agency respective to fraud and forgery violations.
10%	7>Prepares written decisions stating the issue or issues involved, statement of relevant facts, summarization of material evidence and testimony, resulting in a conclusion and a decision which set forth provisions of the law violated and the application of penalties as prescribed in the fraud provisions.
05%	8>Obtains and coordinates evidence; prepares and signs criminal complaints based upon such evidence, recommending to the Attorney General indictment and criminal prosecution of persons deemed subject to the Benefit Fraud Statute. Appears before the Grand Jury to establish probable cause and testifies in court as to the validity and applicability of the evidence presented.
05%	9>Performs other related duties as assigned or required that are reasonably within the scope of those previously defined.

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

P S A 37015-44-13-550-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
NOT APPLICABLE		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to the completion of 4 years college with major courses in Business Law and Business Administration plus 3 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 local office automated 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. **Requires the ability to travel to complete investigations. Requires the ability to speak Spanish at a colloquial level.**
1355010S

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
U I REVENUE ANALYST II			29	SPAN SPK	47082-44-71-122-10-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A/R AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		REVENUE		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY				
NEW/REVISED POSITION				<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
COLLECTIONS		COLLECTIONS - AUTOMATED						
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
33 SOUTH STATE CHICAGO, IL 60603		RC062						
% OF	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	<p>Under direction, as a senior analyst, independently performs complex professional duties associated with the Automated Outside Collection of delinquent U I contributions; initiated direct action or formal requests to proceed against employers delinquent in the payment of U I contributions; initiates requests to Field Audit to secure delinquent contributions and quarterly wage reports; serves as interpreter for Spanish speaking clients.</p> <p>1 > Independently receives and performs involved Central Office investigations of the most complex automated collection employer contribution cases. Researches and analyzes employer records, documents and other information to ascertain the correct amount of the delinquency. Calculates current delinquency as well as penalty and interest where appropriate. Reconciles and corrects any errors in the account balance. Issues formal demand for payment and / or determines other appropriate collection action such as Bank Levy. Analyzes requests for waiver of interest and issues Director's Rulings and Orders in compliance with Administrative Rules.</p>							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF	(16) Continued
20%	2 > Using the Automated Collection (A C S) System, initiates collection action and answers telephone and written inquiries from employers and their representatives regarding liability. Prepares detailed statements of the account reflecting application of payments and accrual of penalty and interest.
20%	3 > Initiates field investigations to procure quarterly contribution reports and or contribution amount due from delinquent employers. Files property liens with appropriate County Recorders of Deeds in the total amount of the delinquency.
15%	4 > Using a Personal Computer , secures the delinquent contributions and wage report information submitted by employers by means of a thorough review of wage records and application of Federal Contribution procedures to develop amount owed to the agency and to ensure compliance for Federal reporting re-evaluation (i.e. FUTA certification). When a delinquent employer is unable to pay the delinquency in a single payment, negotiates a Deferred Payment Agreement. Where collection action has been unsuccessful, prepares a summary of the account for referral to other collection actions or refers same to the Attorney General for judgement.
15%	5 > Using the Spanish language, provides interpretative and advisory assistance to employers, service representatives or their legal counsel in understanding and adhering to the provisions of the Unemployment Insurance Act and the State Comptroller Act.
05%	6 > Performs other related duties as assigned or required that are reasonably within the scope of those 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.)

PUB SERV ADMIN 37015-44-71-122-00-01	WORKING TITLE (IF ANY)

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

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents or
NOT APPLICABLE		

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

Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Accounting, Business, Mathematics or related field and 3 years professional experience in account maintenance, investigation and analysis. Requires extensive knowledge of the Illinois U I Act, employer rights/obligations related U I contributions, math concepts, data bases and hard copy information sources within IDES. Requires the ability to: communicate effectively both orally and in writing; gain and maintain effective working relationships with internal and external personnel and the general public; effectively organize and analyze pertinent information to provide for collection / proper allocation of contributions. **Requires the ability to speak Spanish at a colloquial level.**

71122RA2S



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
U I REVENUE ANALYST II			29	SS	47082-44-73-233-21-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		REV / REPORT & REMIT		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
EXISTING POSITION				<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input type="checkbox"/> MC024 POSITION NO. <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
NEW/REVISED POSITION								
DOC CONTI / MAG MEDIA		RECORDING & BALANCING						
14. WORK		15. BARGAINING/TERM CODE		RUTAN EXEMPT				
EXISTING POSITION								
NEW/REVISED POSITION								
401 SOUTH STATE STREET								
CHICAGO, IL 60605		RC062						
% OF TIME		16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES						
25%		<p>Under direction as a senior revenue analyst, independently performs complex professional analysis and reconciliation of accounts submitted magnetically by Illinois employers; examines financial records and other documents according to defined procedures and regulations to confirm the accuracy of record keeping to determine tax status and tax liability of employers; enforces uniform compliance with the Unemployment Insurance Act; assesses contributions, penalties, interest by correctly posting the reports submitted magnetically. Provides interpretation for Spanish speaking clients.</p> <p>1 > Independently performs involved central office investigations and complex account analysis of employer records submitted magnetically or electronically to determine their liability, correct contributions and financial status. Resolves tax problems by making on-line adjustments to large employer accounts. Resolves multiple reports submitted magnetically or electronically by large employers with multiple plants or locations; determines the correct contributions, evaluates the remittance submitted and determines the accuracy of the magnetic penalty assessed as a result of non-compliance with the magnetic filing provision of the Act.</p>						
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

% OF TIME	(16) Continued
20%	2 > Analyzes and resolves suspended reports; corrects the reports to conform with the correct format; adjusts the tax liability as it applies to contributions, penalty and interest. Reflects corrections in the various automated systems impacted in the suspension. Reviews rejected magnetic media reports; identifies reasons for rejection and communicates with employers to correct the transmitted information.
20%	3 > Accesses pertinent computer screens for inquiry and input in order to research, analyze and correctly complete assignments and to bring the employer account to status ready for communication. Analyzes and resolves rate problems for employers submitting reports magnetically or electronically. Effectuates necessary adjustments to compute the correct rate.
15%	4 > Reviews rejected magnetic media reports; identifies reasons for rejection and using the Spanish language , communicates with employers to correct the transmitted information. Analyzes and resolves rate problems for employers submitting reports magnetically or electronically.
10%	5 > Using the Spanish language , provides general information by phone, or in person, to employers or their representatives, agency personnel and related parties regarding necessary documentation and agency procedures in order to assure compliance with the Unemployment Insurance Act.
05%	6 > Reviews and makes corrections to error reports as a result of account maintenance; initiates all corrective action necessary to permit correct posting of the report.
05%	7 > Performs other related duties as assigned or required that are reasonably within the scope of those previously defined.

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

P S A 37015-44-73-233-00-01	WORKING TITLE (IF ANY)	
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW

Requires knowledge, skill and mental development equivalent to completion of four years college with major courses in Accounting, Business, Mathematics or related field and 3 years professional experience in account maintenance, investigation and analysis. Requires extensive knowledge of the Illinois U I Act, employer rights/obligations related U I contributions, math concepts, data bases and hard copy information sources within IDES. Requires the ability to: communicate effectively both orally and in writing; gain and maintain effective working relationships with internal and external personnel and the general public; effectively organize and analyze pertinent information to provide for collection / proper allocation of contributions. **Requires the ability to speak Spanish at a colloquial level.**
7323SRA2

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
U I REVENUE ANALYST I I			29	SS	47082-44-74-243-10-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A# AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		REVENUE/ADMINISTRATION		0	045	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE <input type="checkbox"/> MC024 POSITION NO. <input checked="" type="checkbox"/> MC026 CLARIFY				
NEW/REVISED POSITION				<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
EMPLOYER FILE MAINTENANCE		NORTHERN REGION / UNIT I I I						
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
260 E INDIAN TRAIL ROAD								
AURORA, IL 60505		RC062						
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	Under direction, independently performs complex U I Revenue account maintenance functions on employer accounts for an assigned geographical region; using mainframe and pc based systems, researches, analyzes and amends records to put the account into proper balance; provides technical assistance and advice regarding the U I Act, agency policy and procedures to employers by phone, correspondence and in person. Provides interpretation for Spanish speaking clients.							
25%	1 > Independently performs detailed analysis of employer accounts involving complex predecessor / successor accounts; assures that necessary documentation is available to effectuate the information change; uses inquiry screens and data entry systems to perform analysis of affected accounts; corrects balances; insures appropriate tax liability and covered employment comply with relevant portions of the Unemployment Insurance Act.							
25%	2 > Analyzes employer account discrepancies; researches and analyzes agency held employer records, documents and other information to ascertain the correct amount of contributions or wage data; reconciles and corrects errors to put the account in balance. Verifies employer tax rates. Uses appropriate tax systems, microfilm cartridges, viewers, printers and other automated equipment to research and analyze agency held employer accounts.							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
20%	3 > Reviews employer generated documentation and correspondence to identify agency required information. Obtains additional employer documentation to investigate and process new account set-ups, terminations, reinstatements and non-financial employer file maintenance including address and name changes / corrections. Makes adjustments to employer accounts prior to re-mailing. Data enters changes into the appropriate systems to update, modify, or correct employer accounts. Establishes processing work trails to account for interrupted or multiple type transactions.
15%	4 > Using the Spanish language , provides advice and assistance to employers by phone, correspondence or in person. Explains requirements of the Illinois Unemployment Insurance Act and methods of determining contribution rate and crediting payments; informs employers of current account status or protest procedures. Responds to employer rate protests following established procedures and guidelines; explains the impact of the experience and other variables to the employer tax rate.
10%	5 > performs annual Internal Revenue Service (IRS) certification of agency held employer accounts. Matches agency held records with IRS records. Performs cross-match activities to assure employers registered with the IRS are registered with IDES. As requested, notifies IRS and employers of discrepancies.
05%	6 > Performs other related duties as assigned or required that are reasonably within the scope of those previously defined.

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

P S A 37015-44-74-243-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR
 OR
 LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N / A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW

Requires knowledge, skill and mental development equivalent to the completion of 4 years college with courses in Accounting, Business, Mathematics or a related field. Requires three years professional experience in account maintenance, investigation and analysis. Requires thorough knowledge of the U I Act, employer rights / obligations related to U I contributions, math concepts, data bases and hard copy information sources within IDES. Requires the ability to: communicate effectively both orally and in writing; gain and maintain effective working relationships; effectively organize and analyze pertinent information for provision of collection / proper allocation of contributions and to use automated agency systems and a personal computer with related software programs in order to complete assignments. **Requires the ability to speak Spanish at a colloquial level.**

74RA2243S



1. POSITION TITLE Existing Position		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
					01 -GEN	37015-44-06-330-00-01				
New/Revised Position PUBLIC SERVICE ADMIN				29	S1	37015-44-06-330-00-31				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AN AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IDES			HUMAN RESOURCE MGMT			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position										
New/Revised Position RECRUITMENT & SELECTION						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE			Rutan Exempt				
Existing Position										
New/Revised Position CHICAGO, IL 60603						N				
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	Under general direction as a policy implementing manger, directs the organization, development and review of Recruitment and Selection; provides leadership and direction to staff engaged the implementation of programs, policies and procedures governing selection and recruitment as it relates to the administration of the provisions of the "Rutan vs. Republican Party of Illinois" judicial decree; explains and interprets program policy; works with managers to develop and coordinate employment selection evaluation services. Provides interpretative services for Spanish speaking clients.									
25%	1. Organizes, controls, coordinates and evaluates the activities of Human Resource staff engaged in the preparation and performance of professional interviews of job candidates for difficult, critical and / or sensitive positions for the Department of Employment Security. Establishes goals and objectives and develops plans to assure they are being met. Assures compliance with the provisions of the "Rutan vs. Republican Party" decree. Provides training to staff in professional job interviewing and counseling services for state employees and applicants outside of state service.									
20%	2. Plans, assigns, reviews and evaluates the activities of subordinate staff. Prepares and signs performance evaluations comparing results attained with established goals and objectives; identifies areas of strength and weakness and provides training for improvement; hears first level grievances and effectively imposes disciplinary action. Conducts meetings to inform staff of changes in program policy, procedures and operation. Discusses problem areas and coordinates the implementation of corrective action.									
20%	3. Using the Spanish language, provides interpretive services for Spanish speaking clients. Interprets HR rules, regulations, policies and procedures. Conducts interviews for bi-lingual clients. Scores clients and provides justification for evaluation. Participates in Job Fairs to assist with Spanish speaking clients; perform recruitment searches to assist management in finding bi-lingual candidates. Explains rules regarding agency posting and selection.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	4. Develops the operation of appropriate employment interviewing and recruitment techniques for the agency. Designs procedures and processes to implement a workable statewide plan for filling job vacancies. Establishes and maintains regional interviewing and recruitment relationships with agency staff. Implements and evaluates operational policy and procedures designed to assure compliance with state and federal regulations relative to the agency's hiring practices. Works with agency management staff to assure needed service are developed and supplied in a timely and efficient manner.	
10%	5. Supervises staff engaged in the process of posting and filling of vacant positions. Directs the procedural review of processing requests fo post and fill vacant positions. Establishes criteria for accepting and / or rejecting requests to post. Directs the development of procedures for categorizing and transmitting bids and applications to cost center managers in accordance with Personnel Rules, Labor contracts and agency policies.	
05%	6. Supervises agency participation in Job Fairs, placement programs and related community based recruitment activities. Prepares and distributes literature. Discusses the recruitment and career opportunities within IDES. Collects resumes and applications sending information to program sponsors and participants as required. Prepares reports reflecting status of recruitment activities.	
05%	7. Performs other duties as assigned or required that are reasonably within the scope of those previously defined.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
SPSA 40070-44-06-000-00-01	WORKING TITLE (IF ANY)	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input checked="" type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted.		
If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
HUMAN RESOURCE SPECIALIST	19693-44-06-330-10-01	3
HUMAN RESOURCE SPECIALIST	19693-44-06-330-20-51	2
HUMAN RESOURCE ASSOCIATE	19691-44-06-330-10-01	1
19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.		
Requires knowledge, skill and mental development equivalent to completion of four years college with coursework in Business or Public Administration and four years of progressively responsible administrative experience in a public or business organization. Requires thorough knowledge of the principles and practices of public and business administration; collective bargaining contracts and CMS personnel rules as they applies to filling positions. Requires the ability to: travel; establish and maintain effective working relationships; interpret bargaining contracts, personnel rules, agency programs, policies and procedures; analyze, review and evaluate candidate skills; communicate with others; evaluate and document work of staff; write in a clear and concise manner and to use a PC with related software programs such as word processing, database, spreadsheets and electronic mail. Requires ability to speak and write Spanish at a colloquial level.		



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position OFFICE ASSOCIATE				29	S2-TYP	30015-44-03-310-10-38				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position IDES			BOARD OF REVIEW			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position										
New/Revised Position ADMINISTRATIVE						<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position 401 S. STATE STREET CHICAGO, IL 60605			RC014		N					
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under direction, performs specialized word processing of Board of Review and Circuit Court decisions and related legal correspondence; performs a variety of related functions involving the acquisition of information from various sources requiring technical knowledge of the Benefit Information System to input and extract information. Serves as interpreter for Spanish speaking clients.</p>									
30%	<p>1. Using personal computers and related equipment, types Board of Review and Circuit Court decisions and related legally binding documents. Develops formats or inputs necessary information from documents to create agency records and legally complete documents. Inputs special glossary instructions or formats; inputs computer instructions for other staff. Proofreads and edits materials for grammar, punctuation and format; finalizes after layout, design and accuracy have been approved.</p>									
20%	<p>2. Choosing appropriate computerized systems, accesses databases to input, extract, revise and/or update transactions on the Benefit Information, Board Docketing and Contribution Tax Systems. Archives and tracks information; performs functions related to disposition and mailing of Board decisions including filing of completed cases, file maintenance and retrieval.</p>									
15%	<p>3. Receives, records and handles public inquiries in person and by telephone. Analyzes information from computerized agency records, policies and procedures to respond to public and agency staff request for information, in person or by phone; maintains confidentiality of documents and case information.</p>									
15%	<p>4. Using the Spanish language, answers questions concerning the status of Board cases, responds to inquiries in person and by telephone providing information on Board of Review policy and procedures.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	

16. (CONTINUED)		
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)	
15%	5. On a rotational basis, serves as office receptionist; answers questions concerning the status of appeals and greets visitors. Opens, sorts, prepares and distributes mail; ascertains correct address for returned or undelivered mail. Performs routine equipment maintenance functions.	
05%	6. Performs other duties as required or assigned that are reasonably within the scope of those previously defined.	
17. POSITION TITLE AND NUMBER OF IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)		
OFFICE ADMIN IV 29994-44-03-310-00-81		
WORKING TITLE (IF ANY)		
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:		
<input type="checkbox"/> SUPERVISOR OR <input type="checkbox"/> LEAD WORKER		
NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount:		
Position Title	Position Number	No. of Incumbents or Funded Vacancies
NOT APPLICABLE		
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 high school and two years of agency experience; thorough knowledge of office practices and procedures. Requires the ability to use and operate complex computerized systems on mainframe or personal computer (e.g., WordPerfect, RDS, CTS, BIS), peripheral computer equipment, dictating equipment and telephone systems; and use correct grammar and spelling, including legal terminology. Requires the ability to work within short time frames; make decisions independently; work with and maintain confidentiality of documents and case information; and the ability to type accurate at 45 wpm. Requires the ability to speak Spanish at a colloquial level.		

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS.TITLE OP.CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
OFFICE ASSOCIATE			29	S2-TYP	30015-44-42-310-10-32			
3. AGENCY		4. DIVISION/BUREAU		5.EXMT CODE	6.WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		Operations / UI Programs		0	016	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					[] MA021 ESTABLISH			
NEW/REVISED POSITION					[] MC022 EXEMPT CODE CHANGE			
Claims		Claimant Services			[] MC024 POSITION NO. CHANGE			
					[] MC026 CLARIFY			
14. WORK		15.BARGAINING/TERM CODE	RUTAN EXEMPT		[] MC027 ADDITIONAL IDENTICAL CHANGE			
EXISTING POSITION					[] MC028 WORK COUNTY CHANGE			
NEW/REVISED POSITION					[] MC021 ABOLISH			
401 S. State Street					[] MC149 DOWNWARD REALLOCATION			
CHICAGO, IL		RC014	N		[] MC150 LATERAL REALLOCATION			
					[] MC158 UPWARD REALLOCATION			
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	Under direction of the Claimant Services supervisor, responds to requests for information, counsel and assistance concerning benefit claims from individuals who come in person to or call Central Office Claimant Services. Provides information to Spanish speaking clients orally and in writing at colloquial level Spanish.							
25%	1. Receives requests from claimants, employers, authorized representatives, labor organizations, civic groups, community organizations, news media, selected officials, other State and Federal agencies and other Department components for information and adjustments in claims for unemployment insurance in non-routine, unique contested, or complex situations or emergencies.							
25%	2. Accesses database by use of CRT to define and isolate problem. Determines action necessary for solution and prepares reply. Reports action taken or status to inquirer over the telephone or prepares written reply. Explains Illinois law and regulations impacting on inquiry or problem. Explains claimant and employer rights as well as Department responsibilities.							
15%	3. Provides replies in written and oral form in colloquial level Spanish for non-English speaking clients. Presents information effectively for inquires and requests for information and adjustments in claims for unemployment insurance directed to the section.							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
10%	4. Assists in developing and implementing Central Office Claimant Service goals and objectives. Assists in implementation of action plans and service methods.
10%	5. Communicates and interacts with Central, Regional, and Local Office staff to expedite corrections and adjustments to benefit claims.
10%	6. Evaluates and reports computer errors or deficiencies discovered in analysis of inquires to supervisor.
05%	7. Performs other duties as required or assigned that are reasonably within the scope of those enumerated above.

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

P S A 37015-44-42-310-00-01	<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;">WORKING TITLE (IF ANY)</td> </tr> <tr> <td style="height: 20px;"> </td> </tr> </table>	WORKING TITLE (IF ANY)	
WORKING TITLE (IF ANY)			

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

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/>	LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

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

19. SPECIALIZED KNOWLEDGE, 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 high school and two years of office experience. Requires extensive knowledge of office practices, procedures and programs. Requires knowledge of composition, grammar, spelling and punctuation. Requires ability to type accurately on a typewriter or personal computer word processing program. Requires six months of related unemployment insurance experience and a working knowledge of State and Federal Unemployment laws. Requires the ability to communicate effectively both orally and in writing in the Spanish language. Requires the ability to type accurately at 45 wpm.



1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position				29	SS	13672-44-13-570-10-32				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position			Administration			0	016	Y	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								04/16/2011		
New/Revised Position			New Hire Unit			<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK LOCATION			15. BARGAINING/TERM CODE		Rutan Exempt					
Existing Position										
New/Revised Position			RC062		N					
33 S. State Street Chicago, IL 60603										
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under direction of the New Hire program manager, performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Interprets rules and regulations; provides technical assistance to employers; using a personal computer, reviews and analyzes employer reports; establish and maintain new hire reporting system. Makes recommendations to New Hire manager for program improvements. Provides interpretative services for Spanish speaking clients.</p>									
35%	1. Performs professional duties in the New Hire Unit, which is responsible for obtaining Illinois employer information for the nationwide employer New Hire Registry. Reviews and analyzes employer new hire report submissions to monitor Unemployment Insurance benefits paid to claimants with unreported employment earnings.									
25%	2. Using the Spanish language, provides technical assistance and guidance to employers regarding New Hire reporting instructions. Explains program rules, regulations, policies and procedures. Responds to inquiries; as requested, drafts responses and submits to manager for review. Reviews and provides interpretation of state and federal guidelines related to the program. Works with employers and New Hire program manager regarding the implementation of program procedures.									
20%	3. Establishes and maintains new hire reporting system utilizing word processing, spreadsheet and database management software. Maintains and monitors files, develops system to organize statewide New Hire reports.									
15%	4. Performs evaluation studies on existing New Hire processes; reviews, analyzes and evaluates new hire reporting procedures, ensuring adherence to state and federal guidelines. Participates in preparing reports from findings, makes recommendations of program improvements to New Hire manager to contribute to effectiveness of process.									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	

16. (CONTINUED)

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

05%

5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

Public Service Admin, Opt 1 37015-44-13-570-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

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

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

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

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

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

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS.TITLE OP.CODE	2. POSITION NUMBER		
EXISTING POSITION							
NEW/REVISED POSITION			29	SS	13673-44-41-420-10-32		
3. AGENCY		4. DIVISION/BUREAU		5.EXMT CODE	6.WORK COUNTY	7.AI AUTH.	8. AUDIT
EXISTING POSITION							
NEW/REVISED POSITION		PROGRAM SUPPORT		0	016	Y	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NO. CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY			
NEW/REVISED POSITION		HIRE-THE-FUTURE		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
14. WORK		15.BARGAINING/TERM CODE	RUTAN EXEMPT				
EXISTING POSITION							
NEW/REVISED POSITION							
CHICAGO, IL 60603		RC062	N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES						
30%	Under general direction, independently performs professional functions in the Hire-the-Future, Re-entry Employment Service Program, Work Opportunity Tax Credit and Foreign Labor Certification Programs; plans and evaluates the Hire-the-Future program; independently participates in program operations, designs and format; coordinates 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 Employment Services Programs. Provides interpretative services for Spanish speaking clients.						
15%	1>Independently performs advanced professional functions through evaluation and assessment of IDES statewide Hire-the-Future program in accordance with procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program.						
	2>Discusses employer operations with management in order to identify potential positions suitable for participants in Hire-the Future, Foreign Labor Certification, Work Opportunity Tax Credit, and Re-Entry Service programs. Processes job order specifications using internet based Illinois Skills Match computer program; matches job seekers with available jobs; screens applicants and coordinates employer interviews; provides applicants with instruction manuals on available training and educational programs. Matches job skill requirements with specific occupational opportunities.						
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE		AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
15%	3>Using the Spanish language, provides specialized consultative assistance and guidance to support staff in servicing their employers or representatives; recommends methods on determining job applicant needs and provides counseling to resolve problems. Serves as final reviewer of job orders, job applications, certification requests for tax credits and petitions. Issue tax credit determinations/denials or requests for additional information, petition findings shall be forwarded to the certification officer for decision. Establishes and maintains automated tracking systems.
15%	4>Advise employers of job duties and other requirements for the various occupations. Provides guidance to employers regarding the planning and implementation of work force recruitment procedures; develops contacts with businesses to promote the benefits of listing jobs with the Department of Employment Security. Analyzes and interprets complex federal immigration and naturalization (JSCIS) laws, regulations and policies required to implement USDOL programs.
10%	5>Provide technical assistance to regional and local office staff in developing procedures for statewide use in handling and reviewing of job orders, job applications and certification requests for tax credits. Serve as technical resource person to management in the preparation of responses to external audit or program review findings. Follow up to verify that corrective action has taken place.
10%	6>Travel to various locations to implement programs; explain Hire-the-Future and Re-Entry Service programs to participants; register enrollees and assist them in preparing applications. Assist in conducting orientation sessions for executives and legal representatives of employing firms on Foreign Labor Certification.
05%	7>Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA - 37015-44-41-420-00-01		WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR
 OR
 LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to 4 years college with major courses in the Social Sciences and 2 years professional experience in program research evaluation or design. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting on IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and ES activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/ES Program(s) activities. Must have the ability to communicate effectively in oral and written form and must be able to use a personal computer with related software programs including word processing, spreadsheets, database management and electronic mail. Requires the ability to speak Spanish at a colloquial level.

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS.TITLE OP.CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION			29	SS	13673-44-41-200-10-32			
3. AGENCY		4. DIVISION/BUREAU		5.EXMT CODE	6.WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION		PROGRAM SUPPORT		0	016	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE			13. EFFECTIVE DATE	
EXISTING POSITION		EX-OFFENDER PROGRAM		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NO. CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY				
NEW/REVISED POSITION		RE-ENTRY SERVICE PROGRAM		<input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
14. WORK		15.BARGAINING/TERM CODE	RUTAN EXEMPT					
EXISTING POSITION								
NEW/REVISED POSITION								
CHICAGO, IL 60603		RC062	N					
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
30%	Under general direction, independently performs professional functions in the Re-entry Employment Service Program, Hire-the-Future, Work Opportunity Tax Credit and Foreign Labor Certification Programs; plans and evaluates the Re-Entry Service Program; independently participates in program operations, designs and format; coordinates 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 Employment Services Programs. Provides interpretative services for Spanish speaking clients.							
15%	1>Independently performs advanced professional functions through evaluation and assessment of IDES statewide Re-entry Service program in accordance with procedures. Provides assistance in organizing and developing guidelines and procedures and provides advice to management on ways to improve program. 2>Discusses employer operations with management in order to identify potential positions suitable for participants in Hire-the Future, Foreign Labor Certification, Work Opportunity Tax Credit, and Re-Entry Service programs. Processes job order specifications using internet based Illinois Skills Match computer program; matches job seekers with available jobs; screens applicants and coordinates employer interviews; provides applicants with instruction manuals on available training and educational programs. Matches job skill requirements with specific occupational opportunities.							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

% OF TIME	(16) Continued
15%	3>Using the Spanish language, provides specialized consultative assistance and guidance to support staff in servicing their employers or representatives; recommends methods on determining job applicant needs and provides counseling to resolve problems. Serves as final reviewer of job orders, job applications, certification requests for tax credits and petitions. Issue tax credit determinations/denials or requests for additional information, petition findings shall be forwarded to the certification officer for decision. Establishes and maintains automated tracking systems.
15%	4>Advise employers of job duties and other requirements for the various occupations. Provides guidance to employers regarding the planning and implementation of work force recruitment procedures; develops contacts with businesses to promote the benefits of listing jobs with the Department of Employment Security. Analyzes and interprets complex federal immigration and naturalization (JSCIS) laws, regulations and policies required to implement USDOL programs.
10%	5>Provide technical assistance to regional and local office staff in developing procedures for statewide use in handling and reviewing of job orders, job applications and certification requests for tax credits. Serve as technical resource person to management in the preparation of responses to external audit or program review findings. Follow up to verify that corrective action has taken place.
10%	6>Travel to various locations to implement programs; explain Hire-the-Future and Re-Entry Service programs to participants; register enrollees and assist them in preparing applications. Assist in conducting orientation sessions for executives and legal representatives of employing firms on Foreign Labor Certification.
05%	7>Provides other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

PSA - 37015-44-41-200-00-01	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/> LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to 4 years college with major courses in the Social Sciences and 2 years professional experience in program research evaluation or design. Requires extensive knowledge of IDES programs, systems and procedures. Requires working knowledge of Federal and State laws, rules and regulations impacting on IDES programs. Requires extensive knowledge of program(s) research techniques and design of operational systems; agency programs, service goals and ES activities. Requires the ability to establish cooperative working relationships and the ability of performing operational reviews of IDES/ES Program(s) activities. Must have the ability to communicate effectively in oral and written form and must be able to use a personal computer with related software programs including word processing, spreadsheets, database management and electronic mail. Requires the ability to speak Spanish at a colloquial level.

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS.TITLE OP.CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
ES SERVICE REP			29	SS	13667-44-5X-XXX-XX-31			
3. AGENCY		4. DIVISION/BUREAU		5.EXMT CODE	6.WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		FIELD OPERATIONS		0	XXX	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION				[] MA021 ESTABLISH				
NEW/REVISED POSITION				[] MC022 EXEMPT CODE CHANGE				
XXX REGION		XXX OFFICE		[] MC024 POSITION NO. CHANGE				
				[] MC026 CLARIFY				
14 WORK		15.BARGAINING/TERM CODE	RUTAN EXEMPT		[] MC027 ADDITIONAL IDENTICAL CHANGE			
EXISTING POSITION					[] MC028 WORK COUNTY CHANGE			
NEW/REVISED POSITION					[] MC021 ABOLISH			
					[] MC149 DOWNWARD REALLOCATION			
					[] MC150 LATERAL REALLOCATION			
					[] MC158 UPWARD REALLOCATION			
		RC062						
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
30%	<p>Under general direction, for the XXX Office, performs the selected more complex employment service functions, unemployment insurance benefit entitlement resolutions and programmatic liaison to employers under provision of the Unemployment Insurance, Wagner-Peyser and Workforce Investment legislation in compliance with Federal and State statutory provisions, rules, regulations and requirements; serves as employer account executive; renders professional assistance to employment service and job development/recruitment programs for employers; explains labor laws, mandated programs rights and responsibilities and agency services to employers; performs highly responsible analytical work adjudicating non-routine complex claims and other claims issues for UI benefits; renders determinations on claims eligibility; using the automated Illinois Skills Match (ISM) System ,provides vocational counseling, training assessment, referral and job development services to clients; solicits employer for job openings; provides liaison services between employer and agency on employer questions on U I contributions, wage records, field audit and benefit programs; loads and extracts data from automated systems; maintains activity records and prepares reports; makes service efficiency assessments and recommendations. Provides interpretative services for Spanish speaking clients.</p> <p>1> Adjudicates major benefit claims issues, providing eligibility determinations for non-routine, complex or unique initial or continued claims; makes multi-claimant decisions; investigates, researches and explains case disposition; provides written determination; conducts reconsidered determinations and accepts appeals when appropriate; assists</p>							
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE	

<p>% OF TIME</p>	<p>(16) Continued</p> <p>in the formulation of eligibility work search plan and reviews for compliance; explains rights and responsibilities on benefit programs.</p> <p>25% 2>Using the Spanish language, interviews job applicants, taking or updating work history; using Illinois Skills Match System, assesses client skills and refers client to employers for job interviews; selects appropriate job openings as listed in job order records or available through automated files; provides client with information regarding selected jobs and job interviewing procedures; organizes transportation when necessary; provides client certification on target funded employment or training programs; verifies and records placement.</p> <p>20% 3> Determines needs and provides advice to resolve vocational problems; interprets test results and provides information on available training and education programs; aids and guides clients in forming career goals and making career changes; develops job openings by telephone or during employer field visiting in accordance with applicant occupational experience, skills and abilities when office job sources are insufficient. Assists IETC clients with various programs and services offered by the IETC.</p> <p>10% 4>Acts as an account executive for assigned employer accounts; develops and maintains a program to contact businesses to explain, solicit and promote the benefits of listing job openings with IDES; serves as liaison between the employer and IDES on U I contributions, wage records, field audit and benefit programs in securing answers to employers questions; assists employers in establishing new U I accounts; explains employer rights and responsibilities on programs as appropriate; explains and promotes the use of hiring incentives and pre-screening services; encourages hiring of special applicant groups; provides professional assistance to employers regarding planning and implementing work force recruitment procedures; provides labor market information and other technical information as appropriate; evaluates effectiveness of service delivery and employer needs for purposes of quality control and future service requirements.</p> <p>10% 5> As directed, provides services under special contract programs; serves as special contract program representative; negotiates or monitors contracts for special target clients with training facilities or employers.</p> <p>05% 6> Performs related other duties as assigned or required that are reasonably within the scope of those enumerated above.</p>
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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.)

E S F O S 13600-44-5X-XXX-XX-XX	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/> LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
NOT APPLICABLE		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires knowledge, skill and mental development equivalent to four years of college with course work in Social / Behavioral sciences or Business; requires thorough knowledge of the provisions of the Illinois Unemployment Insurance Act; interviewing, finding of facts, test interpretation, and vocational counseling techniques. Requires two years professional experience as an IDES employee. 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 including Internet. **Requires the ability to speak Spanish at a colloquial level.**
51SRP1082

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE DP. CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
ES PROGRAM REP			10	Chinese	13650-44-5X-XXX-XX-10			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		FIELD OPERATIONS		0	XXX	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					[] MA021 ESTABLISH			
NEW/REVISED POSITION					[] MC022 EXEMPT CODE CHANGE			
XXX REGION		XXX OFFICE			[] MC024 POSITION NO. CHANGE			
					[] MC026 CLARIFY			
14. WORK		15. BARGAINING/TERM CODE		RUTAN EXEMPT		[] MC027 ADDITIONAL IDENTICAL CHANGE		
EXISTING POSITION						[] MC028 WORK COUNTY CHANGE		
NEW/REVISED POSITION						[] MC021 ABOLISH		
						[] MC149 DOWNWARD REALLOCATION		
						[] MC150 LATERAL REALLOCATION		
		RC062		N		[] MC158 UPWARD REALLOCATION		
% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	<p>Under general supervision, for the XXX Office, assesses client service needs including interstate, military, other federal or trade readjustment; conducts benefit right interviews provides orientation and clarifies eligibility factors; adjudicates contested benefit claims issues excluding the complex issues of determination contest, able and available to work conditions not specifically defined by status, work search, separation issues, felony and theft, refusal of work and request for revision of benefit wages. Through the use of the Illinois Skills match System, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; administers department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using automated data systems; maintains and processes activity records; refers clients with complex issues and service needs to the appropriate office staff. Provides services for Chinese speaking clients.</p> <p>1 > Using the Chinese language, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the Illinois Skills match System, determines appropriate service for the applicant (full, partial, or self), and coaches in the registration process to facilitate self service; assists in the formation of eligibility work search action plan and reviews for compliance; explains rights and responsibilities on all benefit programs.</p>							
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

%	(16) Continued
25%	<p>2 > Assists IETC clients with various programs and services offered by the IETC. Assists or registers job seekers and employers using the ISM. Assesses client skills, researches and modifies the skills to match the client and refers clients to employers for job interviews; selects appropriate job openings as listed in ISM for applicants requiring full or partial service or available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; organizes transportation when necessary, follows up on job orders for employers requesting full or partial service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities. Coaches both applicants and employers in the use of self-service of the Illinois Skills Match System.</p>
20%	<p>3 > Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.</p>
15%	<p>4 > Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; processes client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.</p>
10%	<p>5 > Administers approved tests to applicants; monitors exams; scores and records test results. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.</p>
05%	<p>6 > Performs other related duties as assigned or required that are reasonably within the scope of those enumerated</p>

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.)

ES FOS 13600-44-5X-XXX-XX-XX	WORKING TITLE (IF ANY)	
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

<input type="checkbox"/>	SUPERVISOR	OR	<input type="checkbox"/> LEAD WORKER
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NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW

Requires the equivalency of 4 years college with course work in Social/ Behavioral sciences or Business OR two years as an agency intermittent and a minimum of 2 years college OR four years as an agency intermittent. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI / ES 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 PC with related software programs such as word processing, spreadsheets, data base management, electronic mail and Internet. **Requires the ability to speak Chinese at a colloquial level.**



1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER		
EXISTING POSITION							
NEW/REVISED POSITION							
ES PROGRAM REP			22	P	13650-44-5X-XXX-XX-43		
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH.	8. AUDIT
EXISTING POSITION							
NEW/REVISED POSITION							
IDES		FIELD OPERATIONS		0	XXX	Y	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NO. CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
NEW/REVISED POSITION							
XXX REGION		XXX OFFICE					
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT				
EXISTING POSITION							
NEW/REVISED POSITION							
		RC062	N				
% OF	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES						
25%	<p>Under general supervision, for the XXX Office, assesses client service needs including interstate, military, other federal or trade readjustment; conducts benefit right interviews provides orientation and clarifies eligibility factors; adjudicates contested benefit claims issues excluding the complex issues of determination contest, able and available to work conditions not specifically defined by status, work search, separation issues, felony and theft, refusal of work and request for revision of benefit wages. Through the use of the Illinois Skills match System, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; administers department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using automated data systems; maintains and processes activity records; refers clients with complex issues and service needs to the appropriate office staff. Provides services for Polish speaking clients.</p> <p>1>Using the Polish language, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the Illinois Skills match System, determines appropriate service for the applicant (full, partial, or self), and coaches in the registration process to facilitate self service; assists in the formation of eligibility work search action plan and reviews for compliance; explains rights and responsibilities on all benefit programs.</p>						
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

% OF TIME	(16) Continued
25%	2>Assists IETC clients with various programs and services offered by the IETC. Assists or registers job seekers and employers using the ISM. Assesses client skills, researches and modifies the skills to match the client and refers clients to employers for job interviews; selects appropriate job openings as listed in ISM for applicants requiring full or partial service or available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; organizes transportation when necessary, follows up on job orders for employers requesting full or partial service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities. Coaches both applicants and employers in the use of self-service of the Illinois Skills Match System.
20%	3>Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.
15%	4>Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; processes client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.
10%	5>Administers approved tests to applicants; monitors exams; scores and records test results. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.
05%	6>Performs other related duties as assigned or required that are reasonably within the scope of those 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.)

ES FOS 13600-44-5X-XXX-XX-XX		WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires the equivalency of 4 years college with course work in Social/ Behavioral sciences or Business OR two years as an agency intermittent and a minimum of 2 years college OR four years as an agency intermittent. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their U I / ES 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 PC with related software programs such as word processing, spreadsheets, data base management, electronic mail and Internet. **Requires the ability to speak Polish at a colloquial level.**

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
ES PROGRAM REP			29	SS	13650-44-5X-XXX-XX-32			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		FIELD OPERATIONS		0	XXX	Y	R	
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE		
EXISTING POSITION								
NEW/REVISED POSITION								
XXX REGION		XXX OFFICE						
14. WORK		15. BARGAINING/TERM CODE	RUTAN EXEMPT		<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NO. CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MC021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
EXISTING POSITION								
NEW/REVISED POSITION								
		RC062	N					
% OF	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	<p>Under general supervision, for the XXX Office, assesses client service needs including interstate, military, other federal or trade readjustment; conducts benefit right interviews provides orientation and clarifies eligibility factors; adjudicates contested benefit claims issues excluding the complex issues of determination contest, able and available to work conditions not specifically defined by status, work search, separation issues, felony and theft, refusal of work and request for revision of benefit wages. Through the use of the Illinois Skills match System, matches candidates to job openings, provides referrals, placement and follow-up services on available job orders or training programs; administers department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using automated data systems; maintains and processes activity records; refers clients with complex issues and service needs to the appropriate office staff. Provides services for Spanish speaking clients.</p> <p>1>Using the Spanish language, interviews clients to determine unemployment insurance claims monetary eligibility and discern employment history and work status; provides information on available job training and/or educational programs; provides information on the use of the Illinois Skills match System, determines appropriate service for the applicant (full, partial, or self), and coaches in the registration process to facilitate self service; assists in the formation of eligibility work search action plan and reviews for compliance; explains rights and responsibilities on all benefit programs.</p>							
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

% OF TIME	(16) Continued
25%	2>Assists IETC clients with various programs and services offered by the IETC. Assists or registers job seekers and employers using the ISM. Assesses client skills, researches and modifies the skills to match the client and refers clients to employers for job interviews; selects appropriate job openings as listed in ISM for applicants requiring full or partial service or available through computer programs and contacts employers; provides clients with information regarding selected jobs and job interview procedures; organizes transportation when necessary, follows up on job orders for employers requesting full or partial service from IDES to determine status of referrals and need for additional referrals; verifies and records placements; as directed, solicits job opportunities. Coaches both applicants and employers in the use of self-service of the Illinois Skills Match System.
20%	3>Adjudicates minor benefit claim issues, providing eligibility determinations for routine, initial or continued claims; investigates, researches and explains case disposition; provides written determinations; conducts reconsidered determinations and accepts appeal when appropriate.
15%	4>Takes and processes all types of routine, complex and special claims on benefit entitlement programs administered by IDES; processes client vouchers or eligibility forms for target funded or tax incentive programs. Loads and extracts data from automated systems.
10%	5>Administers approved tests to applicants; monitors exams; scores and records test results. Provides services under special contract programs; advises clients on work attitudes, habits, relationships and attire as related to a specific job referral transferring more complex or specialized service to fellow office staff. Conducts employment workshops to enhance client employability. Assists clients with registration and claims as work flow necessitates; processes data from file construction and maintenance for all appropriate IDES automated data files; extracts and utilizes data as appropriate.
05%	6>Performs other related duties as assigned or required that are reasonably within the scope of those 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.)

ES FOS 13600-44-5X-XXX-XX-XX		WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR OR LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
N/A		

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE

Requires the equivalency of 4 years college with course work in Social/ Behavioral sciences or Business OR two years as an agency intermittent and a minimum of 2 years college OR four years as an agency intermittent. Requires working knowledge of those provisions of the UI Act impacting on areas of responsibility; job knowledge of employers and their UI / ES 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 PC with related software programs such as word processing, spreadsheets, data base management, electronic mail and Internet. **Requires the ability to speak Spanish at a colloquial level.**

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OR CODE	2. POSITION NUMBER			
EXISTING POSITION								
NEW/REVISED POSITION								
ES FIELD OFF SUPV			22	Polish	13600-44-5X-XXX-XX-43			
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A/ AUTH.	8. AUDIT	9. OFFICE USE
EXISTING POSITION								
NEW/REVISED POSITION								
IDES		Field Operations		0	XXX	NO	R	
10. SECTION			11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION					[] MA021 ESTABLISH			
NEW/REVISED POSITION					[] MC022 EXEMPT CODE CHANGE			
XXX REGION					[] MC024 POSITION NO. CHANGE			
					[X] MC026 CLARIFY			
14. WORK		15. BARGAINING/TERM CODE		RUTAN EXEMPT		[] MC027 ADDITIONAL IDENTICAL CHANGE		
EXISTING POSITION						[] MC028 WORK COUNTY CHANGE		
NEW/REVISED POSITION						[] MC021 ABOLISH		
		RC062		N		[] MC149 DOWNWARD REALLOCATION		
						[] MC150 LATERAL REALLOCATION		
						[] MC156 UPWARD REALLOCATION		
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES							
25%	Under general direction, directs and supervises professional employees engaged in provision of Employment Security programs and service to claimants and employers; in the DIVERSEY Office; establishes and maintains systems to monitor section performance against goals and objectives, including a system to specifically monitor activities which most directly affect UI Trust Fund solvency; participates in development of office budget; participates 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. Provides services for Polish speaking clients.							
25%	1 > Supervises and directs subordinate staff engaged in provision of Employment Security programs and services to claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, ISM registration process, vocational counseling, job development, job referral, account executive coordination of employer/ agency services such as job development and job placements to the business community, major/ minor adjudication and the marketing of IDES and IETC programs and services as well as various programs and services offered by the IETC.							
	2 > Plans, assigns reviews and evaluates staff activities. Prepares and signs performance evaluations comparing results attained with established goals and objectives; identifies areas of strength and weakness and provides training for improvement; hears first level grievances and implements disciplinary action. Conducts staff meetings to inform staff of changes in policy, procedures and operation. Discusses problem areas and coordinates the implementation of corrective action.							
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

% OF TIME	(16) Continued
10%	3> Using the Polish language, provides information to clients regarding agency policy and procedures and problem resolution. Responds to phone inquiries from Polish speaking clients and provides interpretation for benefit appeals hearings.
10%	4> Establishes and maintains systems to monitor sections performance against local office goals and objectives; conducts frequent reviews of key production and budget indicators to monitor sections production against goals and to identify areas where corrective action is needed; plans and implements necessary corrective action.
10%	5> Establishes and maintains systems to specifically monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the Illinois Unemployment Insurance Trust Fund, the timely issuance of all notice/determinations and benefit wage transfers/ cancellations.
10%	6> Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and major and minor adjudication, including those of former office staff and close friends or relatives of current staff members; processes or assist in the processing of unusual and/ or questionable job orders received from employers.
05%	7> Decides unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and major and minor adjudication, including those of former office staff and close friends or relatives of current staff members; makes decisions regarding unusual and/ or questionable job orders received from employers.
05%	8> Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

P S A 37015-44-5X-XXX-XX-XX	WORKING TITLE (IF ANY)
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

SUPERVISOR
 OR
 LEAD WORKER

NOTE: Supervisor or lead worker 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 subordinate incumbents or authorized funded head count:-

Position Title	Position Number	No. of Incumbents
ES PROGRAM REP	13650-44-5X-XXX-XX-XX	
ES PROGRAM REP INTERMITTENT	13651-44-5X-XXX-XX-XX	
ES SERVICE REP	13667-44-5X-XXX-XX-XX	

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW

Requires knowledge, skill and mental development equivalent to 4 years college with course work in Social Sciences, Public or Business Administration and two years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the Illinois Skills Match Program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; use a personal computer with related software programs; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally in written form; to train and supervised professional staff. Requires the ability to speak and write Polish at a colloquial level.

ILLINOIS DEPARTMENT OF



CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)	BI-CODE	POS. TITLE OP. CODE	2. POSITION NUMBER		
EXISTING POSITION							
NEW/REVISED POSITION							
ES FIELD OFF SUPV			29	SS	13600-44-5X-XXX-XX-XX		
3. AGENCY		4. DIVISION/BUREAU		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH.	8. AUDIT
EXISTING POSITION							
NEW/REVISED POSITION							
IDES		Field Operations		0	XXX	NO	R
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE	
EXISTING POSITION				[] MA021 ESTABLISH			
NEW/REVISED POSITION				[] MC022 EXEMPT CODE CHANGE			
XXX REGION		XXX OFFICE		[] MC024 POSITION NO. CHANGE			
14. WORK		15. BARGAINING/TERM CODE		RUTAN EXEMPT		[X] MC026 CLARIFY	
EXISTING POSITION						[] MC027 ADDITIONAL IDENTICAL CHANGE	
NEW/REVISED POSITION						[] MC028 WORK COUNTY CHANGE	
						[] MC021 ABOLISH	
						[] MC149 DOWNWARD REALLOCATION	
						[] MC150 LATERAL REALLOCATION	
		RC062		N		[] MC158 UPWARD REALLOCATION	
% OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION DUTIES AND RESPONSIBILITIES						
25%	<p>Under general direction, directs and supervises professional employees engaged in provision of Employment Security programs and service to claimants and employers; in the XXX Office; establishes and maintains systems to monitor section performance against goals and objectives, including a system to specifically monitor activities which most directly affect UI Trust Fund solvency; participates in development of office budget; participates 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.</p> <p>1 > Supervises and directs subordinate staff engaged in provision of Employment Security programs and services to claimants and employers relevant to reception/intake, claims processing, benefit claims and payment issues resolutions, ISM registration process, vocational counseling, job development, job referral, account executive coordination of employer/ agency services such as job development and job placements to the business community, major/ minor adjudication and the marketing of IDES and IETC programs and services as well as various programs and services offered by the IETC.</p>						
25%	<p>2 > Plans, assigns reviews and evaluates staff activities. Prepares and signs performance evaluations comparing results attained with established goals and objectives; identifies areas of strength and weakness and provides training for improvement; hears first level grievances and implements disciplinary action. Conducts staff meetings to inform staff of changes in policy, procedures and operation. Discusses problem areas and coordinates the implementation of corrective action.</p>						
DIRECTOR OF CMS SIGNATURE		IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE		DATE

% OF TIME	(16) Continued
10%	3 > Using the Spanish language, provides information to clients regarding agency policy and procedures and problem resolution. Responds to phone inquiries from Spanish Speaking clients and provides interpretation for benefit appeals hearings.
10%	4 > Establishes and maintains systems to monitor sections performance against local office goals and objectives; conducts frequent reviews of key production and budget indicators to monitor sections production against goals and to identify areas where corrective action is needed; plans and implements necessary corrective action.
10%	5 > Establishes and maintains systems to specifically monitor office processes in the application of sections of the UI Act most directly related to ensuring the integrity of the Illinois Unemployment Insurance Trust Fund, the timely issuance of all notice/determinations and benefit wage transfers/ cancellations.
10%	6 > Processes or assists in the processing of unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and major and minor adjudication, including those of former office staff and close friends or relatives of current staff members; processes or assist in the processing of unusual and/ or questionable job orders received from employers.
05%	7 > Decides unusual, difficult or potentially controversial claims, benefit issues, job searches or referrals and major and minor adjudication, including those of former office staff and close friends or relatives of current staff members; makes decisions regarding unusual and/ or questionable job orders received from employers.
	8 > Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

P S A 37015-44-5X-XXX-XX-XX	WORKING TITLE (IF ANY)

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

SUPERVISOR OR LEAD WORKER

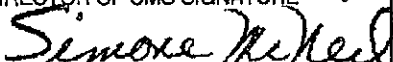
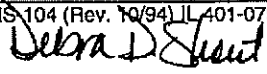

NOTE: Supervisor or lead worker must be described in a detailed duty statement(s) with a time percentage(s) allotted.

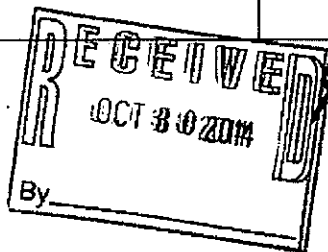
If a box was checked above, list position title, position number, and subordinate incumbents or authorized funded head count:

Position Title	Position Number	No. of Incumbents
ES PROGRAM REP	13650-44-5X-XXX-XX-XX	
ES PROGRAM REP - INTERMITTENT	13651-44-5X-XXX-XX-XX	
ES SERVICE REP	13667-44-5X-XXX-XX-XX	

19. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW

Requires knowledge, skill and mental development equivalent to 4 years college with course work in Social Sciences, Public or Business Administration and two years professional experience with employment and unemployment insurance programs. Requires thorough knowledge of the Illinois Skills Match Program, agency programs and services required to meet client needs. Requires ability to understand and respond to the changing employment needs of the community; use a personal computer with related software programs; serve as technical information resource to staff; analyze problems and procedures to provide effective benefit services and to effectively communicate verbally in written form; to train and supervised professional staff. Requires the ability to speak and write Spanish at a colloquial level.

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
Existing Position										
New/Revised Position						00501-44-07700-01-01				
3. AGENCY			4. BUREAU/ DIVISION			5. EXMT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position										
New/Revised Position			Financial Operations/ Quality Assurance & Compliance Review			0	016	N	R	
10. SECTION			11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position								10.16.14		
New/Revised Position										
14. WORK LOCATION			15. BARGAINING/TERM CODE			Rutan Exempt	<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			
Existing Position										
New/Revised Position			RC028			N				
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS									
	<p>Under general direction, as a staff assistant to the Manager of Quality Assurance and Compliance Review (QACR), provides day-to-day administrative support, assists in coordination and implementation of special projects. Conducts studies and investigations of problems affecting QACR; resolves operating inefficiencies. Responds to general inquiries made to QACR; serves as liaison for the Manager and staff; maintains schedules, acquires supplies, opens and distributes mail.</p>									
30%	<p>1. Serves as staff assistant to the Manager of QACR; performs a variety of responsible administrative duties; assists in the planning, development, and implementation of new operational procedures; maintains working relationships with staff to investigate, identify and resolve procedural and production problems; explains and interprets assignments for staff to help ensure proper and timely completion of work. Advises the Manager on operating inefficiencies, staffing problems, and training needs assessments.</p>									
20%	<p>2. Maintains files for correspondence, reports, and confidential materials. Conducts studies, analyses and special assignments affecting the division and office operations, formulates recommendations and prepares comprehensive reports for review; maintains files on correspondence requiring follow-up action for the Manager.</p>									
20%	<p>3. Assists with training, planning, developing, and coordinating the execution of daily office functions that impact QACR procedures and regulations, which may include audit reports or time reporting. Maintains monthly report for the Manager. Responds to general inquiries made to QACR via telephone, email and written correspondence for the Manager.</p>									
15%	<p>4. Serves as liaison for the Manager between QACR staff, as well as other agency department heads; represents QACR with other administrative and management personnel in the agency; monitors and reports system and equipment malfunctions; provides follow-up with management personnel; assists in the development and coordination of regular and special operating reports; prepares reports to show progress on special projects assigned to staff.</p>									
DIRECTOR OF CMS SIGNATURE			IMMEDIATE SUPERVISOR SIGNATURE			AGENCY HEAD SIGNATURE			DATE	
 CMS 104 (Rev. 10/94) IL 401-0794 35  11/18/14						 10			10/24/2014	



16. (CONTINUED)

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

10%

5. Serves as timekeeper; receives approved leave requests and timesheets and reviews for accuracy and completion; enters information into automated timekeeping system for processing; resolves discrepancies. Maintains all time and attendance records, including sign-in sheets, overtime sheets, leave requests and FI-46 timesheets. Reviews travel vouchers and associated documentation for accuracy. Monitor and track employee benefit time and usage; answers questions from management and staff regarding benefit time usage and related timekeeping questions. Maintains weekly schedules, coordinates meetings, opens and distributes mail; prepares memos and other confidential documents.

05%

6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

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

SPSA, Opt 1 40070-44-04-700-00-01

WORKING TITLE (IF ANY)

Manager of QACR

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with courses in public or business administration. Requires one year of professional experience in a public or private organization, or completion of an agency approved professional management training program. Requires ability to prepare written and oral reports; to establish and maintain effective working relationships with agency personnel. Requires the ability to use a PC and related software packages such as word processing and spreadsheets, database management, e-mail and the internet.



ILLINOIS DEPARTMENT OF
CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER			
Existing Position						47701-44-54-220-43-01			
New/Revised Position		Veterans Employment Representative 1		DVOP	2 Disabled	47701-44-41-122-11-01			
3. AGENCY		4. BUREAU/ DIVISION			5. EXEMPT CODE	6. WORK COUNTY	7. AUTH	8. AUDIT	9. OFFICE USE
Existing Position		Service Delivery/ Field Operations							
New/Revised Position		IL Department of Employment Security			0	022	Y	R	
10. SECTION		11. UNIT			12. TRANSACTION CODE		13. EFFECTIVE DATE		
Existing Position		Northern Region					01/01/2016		
New/Revised Position		Business Services Outreach Program							
14. WORK LOCATION		15. BARGAINING/TERM CODE		Rules Exempt	<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MC022 EXEMPT CODE CHANGE <input checked="" type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION				
Existing Position		Lombard, IL							
New/Revised Position		Lisle, IL		RC062	N				
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
		<p>Under general supervision, functions primarily as a Disabled Veterans' Outreach Program (DVOP) specialist for an assigned area, providing intensive services to eligible veterans as defined by Title 38, Chapter 41. Develops and improves services provided which enhance employability of targeted veterans'; performs professional level duties in the areas of veterans' outreach, coordination of employment workshops; work history assessment, vocational guidance, employment planning, employability services, referral and job placement. Functions as a case manager for US Veteran's Affairs Chapter 31 Vocational Rehabilitation and Employment (VR&E) participants. Periodically reassesses employment or support services; coordinates with other IDES staff and organizations providing veterans' services to facilitate the intensive services process. Establishes and maintains various reports; attends and completes US DQL-Veterans' Employment and Training Service mandated training. As needed, performs these duties for assigned worksites within the defined area other than the primary assigned office.</p>							
20%		<p>1. Provides intensive services to eligible veterans as defined by Title 38, Chapter 41; through a balanced program of referrals, registration and field visitation, provides veterans' services for the assigned area. Evaluates, develops and improves services provided which enhance employability of targeted veterans; promotes job openings, on-the-job training and apprenticeship opportunities for targeted veterans. Maintains contacts with veteran applicants; creates an employment plan that identifies achievable and realistic goals; summarizes each meeting and records data in related systems in accordance with IDES policies and procedures.</p>							
15%		<p>2. Periodically reassesses employment or support services; assists and reviews registrations for new disabled veteran applicants; reviews job openings as listed in the IL Labor Exchange system. Develops employability resources by phone, personal visits, or email; maintains regular contact with veterans' organizations and / or any other agency interested in veterans' issues.</p>							
15%		<p>3. Coordinates with other IDES staff and organizations providing Veterans' services; using the IL Labor Exchange System, refers "job-ready" veterans to IDES staff for individualized job development. Refers veterans to supportive service organizations and job training programs deemed appropriate to facilitate the intensive services process. Records all Outreach and Referrals in accordance with IDES policies and procedures.</p>							

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
<i>M M Hoffman</i>	<i>[Signature]</i>	<i>[Signature]</i>	12/24/2015

RECEIVED
JAN 08 2016
By _____

CMS-104 (Rev. 10/94) IL 401-0794
Shelley [Signature] 1/8/16

16. (CONTINUED)	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS (Continued)
15%	4. Conducts outreach activities to locate and service eligible veterans through contacts with veteran organizations, community-based organizations, federal, state, and county veteran agencies and grantees under Federally funded US DOL-Veterans' Employment and Training Services programs. Coordinates and facilitates Employment Workshops and other related training programs for targeted veteran groups; assesses work history, provides vocational guidance, employment planning, employability services, referral and job placement; matches veterans' qualifications to job requirements in order to effect placement.
10%	5. Functions as a case manager for US Veteran's Affairs Chapter 31 Vocational Rehabilitation and Employment (VR&E) participants and other veteran training programs in order to avoid unnecessary terminations, make referrals to appropriate counseling; facilitate successful completion of training and to follow up to determine outcome of the veteran's participation in VR&E; consults with and coordinates efforts with Federal VR&E program representatives.
10%	6. Establishes and maintains various reports pertaining to the provision of employment services to veterans, including but not limited to IL Labor Exchange reports and VR&E reports; provides necessary data for other reports, as requested.
10%	7. Attends and completes US DOL-Veterans' Employment and Training Service mandated training; attends other meetings, training sessions, seminars, and conferences related to providing services to veterans. Attends various events including but not limited to Veterans Incarcerated Transition Program (IVTP), Stand-Downs, Yellow Ribbon events, and Resource/ Hiring events.
05%	8. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above.

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

PSA, Opt. 1 37015-44-41-120-00-02	WORKING TITLE (IF ANY)
	Business Services Manager

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

SUPERVISOR OR LEAD WORKER

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

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

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

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

Requires knowledge, skill and mental development equivalent to completion of four years college with courses in social or behavioral sciences, business administration or marketing. Requires other than dishonorable discharge from the Armed Services of the United States and **requires a qualified Service-Connected disability**. Requires extensive knowledge of veterans' problems and special needs, including such areas as readjustment to civilian life and benefits available to veterans, including education and training. Requires ability to follow oral and written instructions; communicate clearly and effectively both orally and in writing; use electronic office equipment such as printer, copier, scanner, fax machine; a personal computer/ laptop and related software programs and the internet to perform assigned duties. Requires ability to travel.